

# DAILY STOCK POSITIONING REPORT

5/24/2016

## DORMANT LOCATIONS (G POP)

DB	43,823
DR	12,731
<b>TOTAL</b>	<b>56,554</b>

## EMPTY LOCATIONS

DB	4,137
DR	2,460
<b>TOTAL</b>	<b>6,597</b>

## OPEN REWHSE PICKS (M02)

DB	701
DR	688
<b>TOTAL</b>	<b>1389</b>

## OPEN REWHSE STOWS IN V0

V01	1004
V02	1
V03	794
V04	242
<b>TOTAL</b>	<b>2041</b>

## RELEASED REWHSE PICKS (Prev Day)

DB	344
DR	122
<b>TOTAL</b>	<b>466</b>



## Performance Management Bulletin

*Published periodically by DLA Human Resources to promote effective performance management and positive employee-supervisor relations.*

*In April, let's...*

### Take Ownership of Our Own Careers

This monthly bulletin is designed to help refresh our collective and individual performance management practices.

#### **Who is responsible for my success?**

You are! Each of us decides how and when we develop new skills, build on our strengths, or work to improve weaknesses. We become information seekers and life-long learners, or we choose to be content with the knowledge we've already banked. In a study entitled *Managing for Engagement – Communication, Connection, and Courage*, the U.S. Merit Systems Protection Board found: "Whether employees are honing their skills in their current position, preparing for new responsibilities in a lateral move, or equipping themselves for advancement, learning and development enriches their work lives and increases engagement in their work. When an organization provides development opportunities for its employees, it communicates that employees are valued and have a future in the organization."

#### **What is professional development? Where can I find it?**

DLA is committed to providing learning opportunities for employees. Although we usually think of "training" as being classes and tuition assistance, professional development is all around us. We just need to look for it and ask about opportunities.

Professional development is a means for us all to learn and gain skills to improve our job performance or enhance skills for future career aspirations. The process could involve rotational assignments, special project teams, external development opportunities, conferences, seminars, workshops, self-study groups and courses, SkillSoft courses and Books 24x7 via the Learning Management System (LMS), formal and informal mentoring opportunities, shadowing leaders, college or other off-the-clock classes, participation in communities of practice, or learning events to gain skills or ramp up job performance. All of these opportunities allow employees to earn or maintain skills and credentials to improve themselves and help better serve our customers.

*DLA is  
committed to  
providing  
learning  
opportunities  
for employees.*

#### **How do I pursue professional development?**

DLA's training and development portfolio offers many of the opportunities listed above to increase employees' current and future skillsets. Professional development often starts with an employee's own initiative. Or it may begin with communication between employees and managers to identify skill gaps and find ways to close them. In either case, communication is the centerpiece.

#### **Why are communication and engagement important?**

Communication and engagement between employees and supervisors are critical. Open and frequent communication stimulates professional success and growth, keeps the competitive edge sharp, provides a reality check, institutes balance, and maintains a positive work relationship.

## **What is an IDP?**

For some types of opportunities, the initial step toward professional development involves the completion of an individual development plan (IDP). An IDP is a collaborative, written plan between employees and managers. It helps identify current work performance and develop goals, then it facilitates linking those goals with activities and training events. IDPs may also look to the future both in our personal and work lives. Detailed steps to create an IDP are provided via training during the annual IDP Open Season.

## **When is the IDP Open Season?**

This year's IDP Open Season is going on now – April 11-May 6. Open Season provides an opportunity and methodology for analyzing developmental needs and professional objectives, discussing them with your supervisor, and setting specific long- and short-term goals.

## **Will all of my developmental opportunities be found here at work? Should everything be in my IDP?**

New opportunities show up all year long, some at work and others in your personal life. A work group or project team is formed, an expert is scheduled to speak in your community or workplace, you join a professional organization or volunteer to lead a committee at your child's school. Not all opportunities to grow can be projected in an IDP, and the best opportunities may present themselves outside the workplace.

## **What are considerations when developing my goals?**

Questions to consider in creating your plan include: *Where am I now? Where do I want to be? How will I get to where I want to be? What is my current job competency level?* Answers to these questions will lay the foundation for the creation of an informal personal plan or the more formal IDP, which should look at where you are currently and design a framework to get you to where you need or want to be.

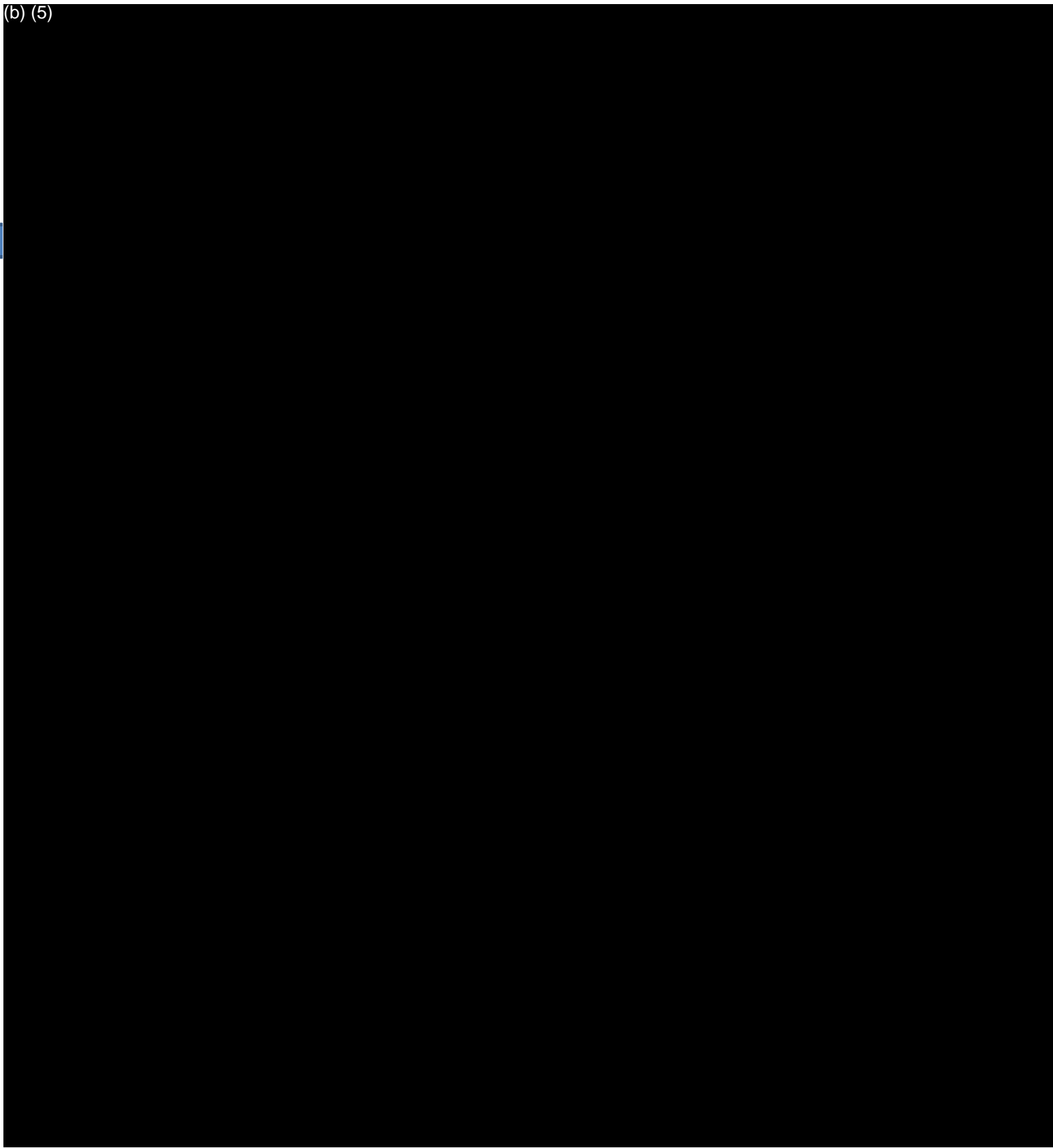
*New opportunities  
show up all year  
long, some at work  
and others in your  
personal life.*

## **Who can we contact if we have additional questions?**

IDPs are created by individual employees in the LMS and approved by supervisors. You can access LMS directly at <https://employees.hr.dla.mil/resources/employment/current/lms.asp> or via the DLA Human Resources website by clicking the "Human Resources" button in the left menu of any DLA Today page and then clicking "Automated Tools" in the top menu. Specific instructions for IDPs are provided in training sessions established by the [DLA Training Forward Presence staff](#). Click [here](#) for a handy IDP job aid that includes step-by-step instructions. Click [here](#) for an article on the importance of IDPs from the March DLA Human Resources Newsletter.

DLA employees can always address performance management questions to their local leaders, training coordinators, Forward Presence teams, or [servicing DLA Human Resources office](#). Click [here](#) for specific regulations and references covering performance management in DLA.

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# SUPPLY CHAIN MANAGEMENT

Supply Chain Management is a driving force behind America's economic growth and prosperity. It is important to understand the critical role supply chains play in supporting American industry and national security.

## OBJECTIVES

- To develop a broader understanding of integrated logistics systems
- To prepare students to create and operate supply chains at the strategic and operational levels

## METHODOLOGY

- Seminar sessions using case studies and experts from industry and government to examine the benefits of Supply Chain Management
- Visits to firms and DoD agencies to discuss the value of Supply Chain Management and the need for logistics transformation
- Research projects to analyze the performance of public and private aspects of Supply Chain Management

## STUDENTS

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Lt Col Donny Bagwell, USAF  
Lt Col Ryan Bakazan, USAF  
Lt Col Kathryn Brown, USAF  
Lt Col Al Bryant, Jr., USMC  
LTC Sydney Harris, USA  
Lt Col Gene Jacobus, USAF  
Lt Col Barton Kenerson, USAF  
LTC CJ King, USA  
Ms. Ann Low, DOS  
Lt Col Greg Lowe, USAF  
LCol Stephen MacDonald, Canada  
Lt Col AJ Mullinax, USAF  
COL Jeffrey Niemi, USA  
BG Molatlhegi Ntelamo, Botswana Army  
Lt Col Kirsten Palmer, USAFR  
Lt Col Eduardo Quero, USAF  
Lt Col Aaron Sasson, USAF  
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## THE DWIGHT D. EISENHOWER SCHOOL FOR NATIONAL SECURITY AND RESOURCE STRATEGY

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### 2017 Supply Chain Management Concentration Program



*Educating Strategic Leaders for  
Today and Tomorrow*

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Dwight D. Eisenhower School for National  
Security and Resource Strategy

National Defense University

Eisenhower Hall  
Fort Lesley J. McNair  
Washington, DC 20319-5062

# WHAT IS THE EISENHOWER SCHOOL?

The Dwight D. Eisenhower School (ES) for National Security and Resource Strategy is a college within the National Defense University. The ES is the premier DoD joint education institution for national security resource management and strategy.

Students, specially selected by their military service, government agency, foreign government, or company as highly promising career professionals, hold the ranks of Colonel/Navy Captain (O6), Lieutenant Colonel/Navy Commander (O5), or the civilian equivalent. The student body is comprised of over 300 experienced operators and senior leaders from across the globe.

## OUR MISSION

The Eisenhower School's mission is to prepare selected military officers and civilians for strategic leadership and success in developing our national security strategy and in evaluating, marshalling, and managing resources in the execution of that strategy.

# SUPPLY CHAIN MANAGEMENT PROGRAM

## SUPPLY CHAIN MANAGEMENT DEFINED

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### **Council of Supply Chain Management Professionals' (CSCMP) Definition of Supply Chain Management**

*Supply Chain Management encompasses the planning and management of all activities involved in sourcing and procurement, conversion, and all Logistics Management activities. Importantly, it also includes coordination and collaboration with channel partners, which can be suppliers, intermediaries, third-party service providers, and customers. In essence, Supply Chain Management integrates supply and demand management within and across companies.*

### **Supply Chain Management – Boundaries & Relationships**

Supply Chain Management is an integrating function with primary responsibility for linking major business functions and business processes within and across companies into a cohesive and high-performing unit. It includes all of the Logistics Management activities, as well as manufacturing operations, and it drives coordination of processes and activities with and across marketing, sales, product design, finance, and information technology.

# OBJECTIVES

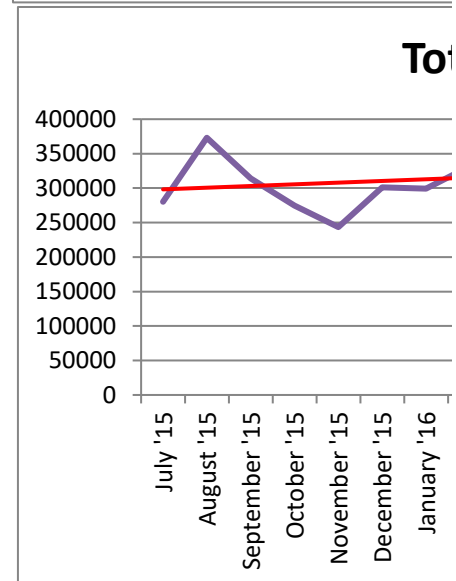
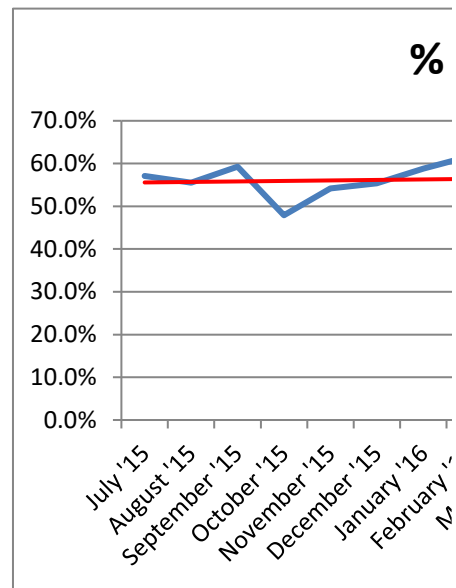
- Produce educated strategic thinkers who possess in-depth expertise in the resource component of national security strategy
- Educate, inform, and influence national and international security communities with regard to evolving security resource management issues
- Be the nation's premier educational institution in the area of national security resource management
- Provide a program of joint professional military education that prepares graduates to operate in a multi-service, interagency, and international environment
- Develop a whole of government personnel cadre with a conceptual comprehension of supply chain management, its advantages and potential applications to the nation
- Cooperate with DoD and supporting agencies to enhance a common understanding and appreciation for supply chain management's ability to create efficiencies while effectively supporting the warfighter

### Storage Branch

	% to Goal	Total MROs	Total DROs	Total Work
July '15	57.1%	267950	12181	280131
August '15	55.5%	362061	10998	373059
September '15	59.3%	307109	6965	314074
October '15	47.9%	260092	14541	274633
November '15	54.2%	238539	4941	243480
December '15	55.4%	272859	28293	301152
January '16	58.8%	257886	41260	299146
February '16	61.7%	308773	23157	331930
March '16	56.7%	338534	20498	359032
April '16	55.7%	314952	6505	321457
May '16	59.9%	314603	13178	327781
June '16	52.5%	292521	21135	313656

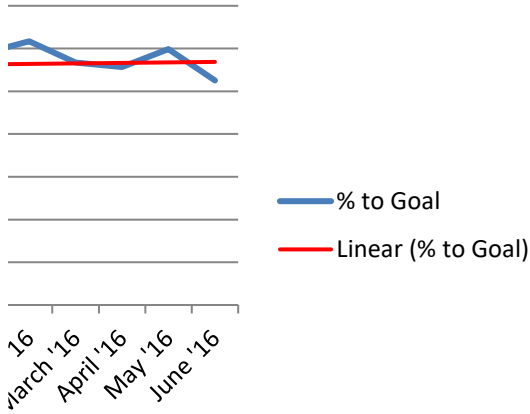
### % to Goal Compared to Total Work:

Correlation 0.371312  
R2-Value 0.137873

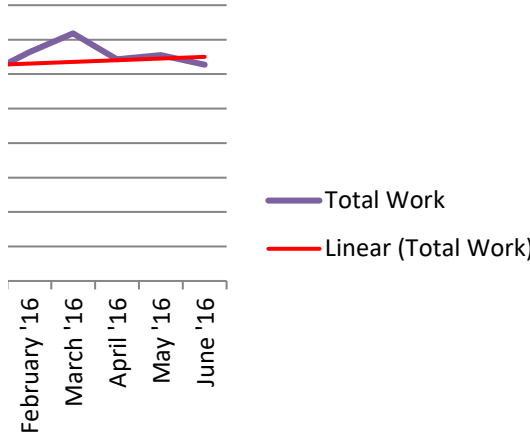




# to Goal



# tal Work



[illegible]

80 SERIES BIN LOCATIONS											
					*						
			TOTAL LOCATIONS		UNAVAILABLE LOCATIONS	S/B AVAILABLE	OCCUPIED LOCATIONS			EMPTY LOCATIONS	PER. OCC. LOCATIONS
	821	AA7	2,191		0	27	2,164			27	98.77%
	822	AAN	72		0	0	72			0	100.00%
		AA7	2,093		1	40	2,054			39	98.14%
	831	AAN	72		0	0	72			0	100.00%
		AA7	2,113		0	43	2,070			43	97.96%
	833	AAN	72		0	0	72			0	100.00%
		AA7	2,114		7	43	2,078			36	98.30%
	841	AAN	72		0	0	72			0	100.00%
		AA7	2,147		1	30	2,118			29	98.65%
	842	AAN	72		0	0	72			0	100.00%
		AA7	2,086		7	56	2,037			49	97.65%
	844	AAN	72		0	0	72			0	100.00%
		AA7	2,145		1	55	2,091			54	97.48%
	845	AAN	72		4	4	72			0	100.00%
		AA7	2,154		0	55	2,099			55	97.45%
	852	AAN	44		44	44	44			0	100.00%
		AA7	2,112		2,112	2,111	2,113	# OF LOCATIONS W/STOCK IN THEM		-1	100.05%
	855	AAJ	7,697		7,683	7,683	7,697	14		0	100.00%
		AAN	6,836		6,827	6,827	6,836	9		0	100.00%
		AA7	2,093		2,087	2,087	2,093	6		0	100.00%
	TOTALS		36,329		18,774	19,105	35,998			331	99.09%

760 RACKS

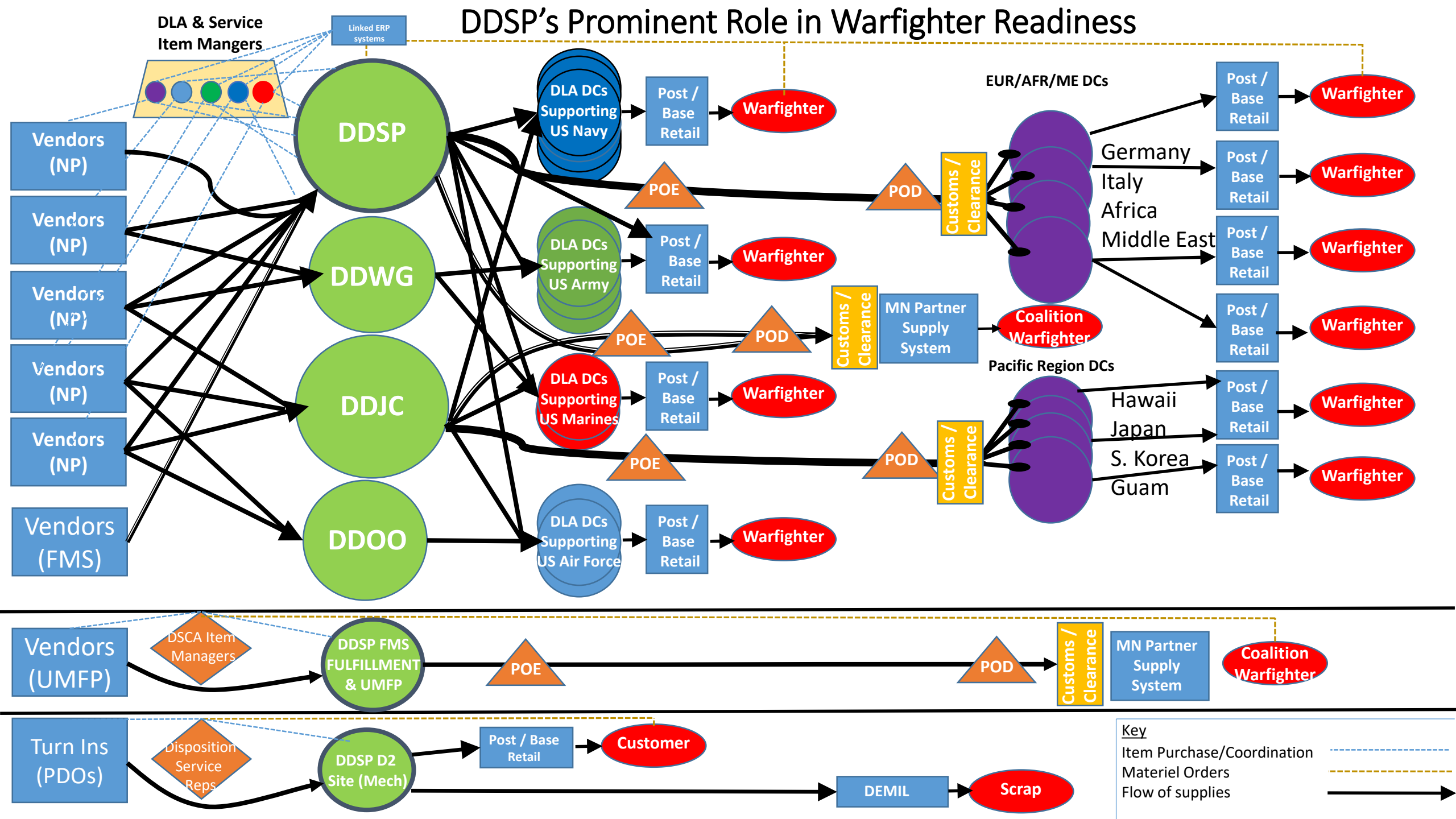
			TOTAL LOCATIONS		UNAVAILABLE LOCATIONS	S/B AVAILABLE	OCCUPIED LOCATIONS			EMPTY LOCATIONS		PER. OCC. LOCATIONS
						*						
	602	A5Z	8,905		124	2176	6,853			2,052		76.96%
	603	A5Z	5,082		5	1477	3,610			1,472		71.04%
	604	A5Z	3,996			1031	2,965			1,031		74.20%
	TOTALS		17,983		129	4,684	13,428			4,555		74.67%



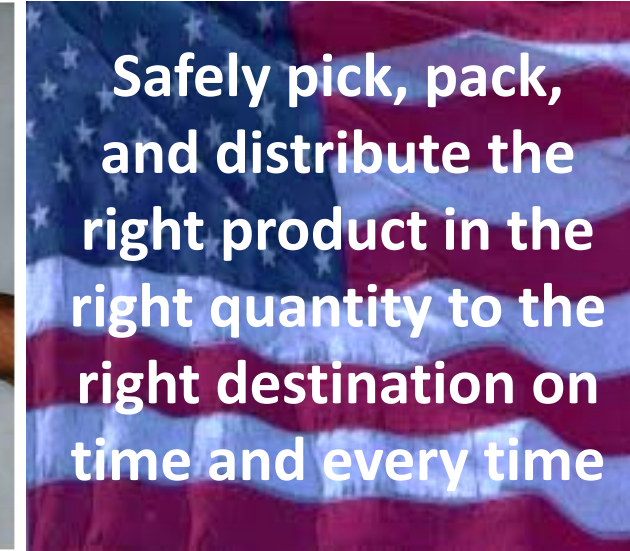
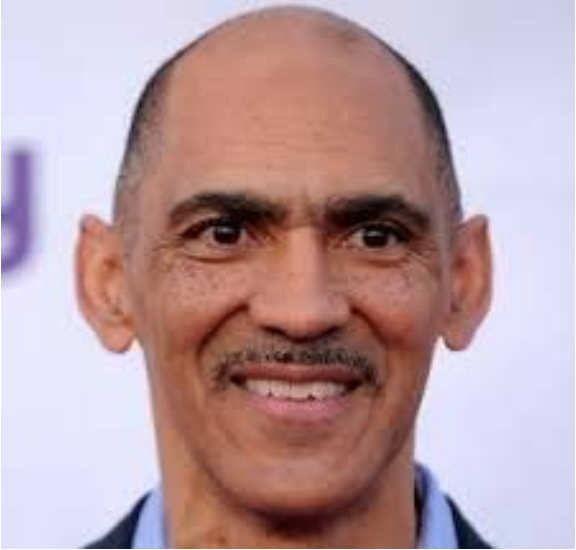
# CDR / 1SG Training for Jr/Sr DDSP Leaders

- DDSP's Role in DOD's Supply Chains
- Culture Change
- CORE Leadership
- Preventing Workplace Harassment
- Rapid Response to any reported Sexual Assault

# DDSP's Prominent Role in Warfighter Readiness



# Driving Cultural Change in DDSP



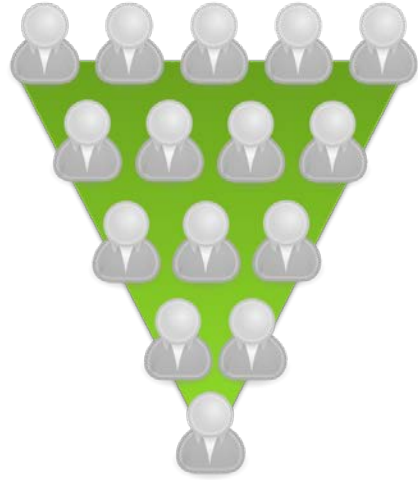
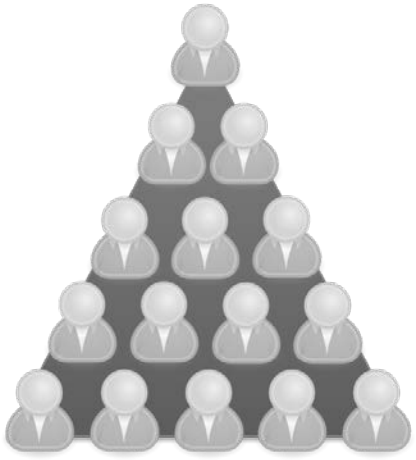
- Honorable speech
- Audio matches video
- Do not overpromise and under deliver
- Uphold standards, follow processes, and report noncompliance
- Don't ignore or tolerate inappropriate actions or comments

- Personnel, equipment, facilities, and stocks
- P: "No matter what..." – safety, culture, and performance
- E: PMCS, Safe and authorized use of equip
- F: WOs, Hazard awareness, cleanliness
- S: Proper execution

- Fair and equal treatment to all; no one disregarded
- Partner with Union Stewards / abide by MLAs
- No tolerance for belittling or harassing speech or conduct
- Look for excellence and recognize it; don't dwell on negative and criticize

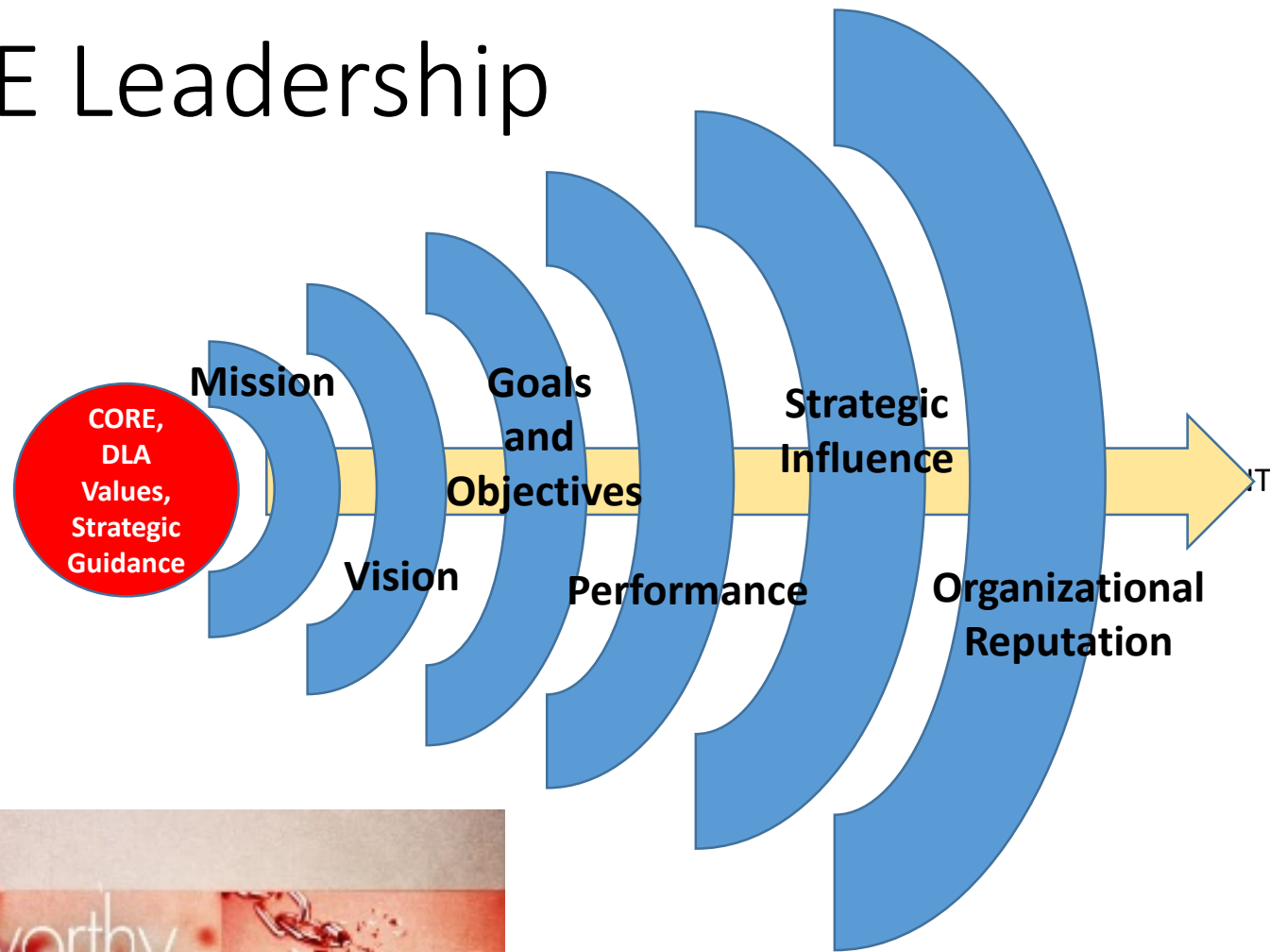
- Safe, consistent, and on-time Warfighter support
- Foster innovation and teamwork – every employee has a needed skill and an idea!
- Trained to standard - validated by in-/external audits
- Influence overall performance of DDSP (close the gaps)
- Mentor – voluntary at all levels





***“Employees don’t care how much you know until they know how much you care.”***

# CORE Leadership



## Become a trustworthy leader by:

1. Be humble and caring – Selfishness is the top trust killer
2. Diving in & overcome Inexperience
3. Remain engaged to avoid Neglect
4. Ask peers for help – Incompetence is deadly
5. Ask questions to defeat Ignorance
6. Uphold CORE culture and DLA Values – Character errors can be career ending
7. Be calm and determined; Immaturity is not welcomed here



**CORE culture and DLA Values drive everything we do.**





# Zero Tolerance

DLA culture does not tolerate sexual assault, sexual harassment, or any inappropriate behavior in the workplace. Supervisors must challenge any potential development of this type of environment.





## **Sexual Assault**

Intentional sexual contact characterized by use of force; physical threat or abuse of authority; or when the victim does not or cannot consent. This includes rape, nonconsensual sodomy (oral or anal sex), indecent assault (unwanted, inappropriate sexual contact or fondling), or attempts to commit these acts.

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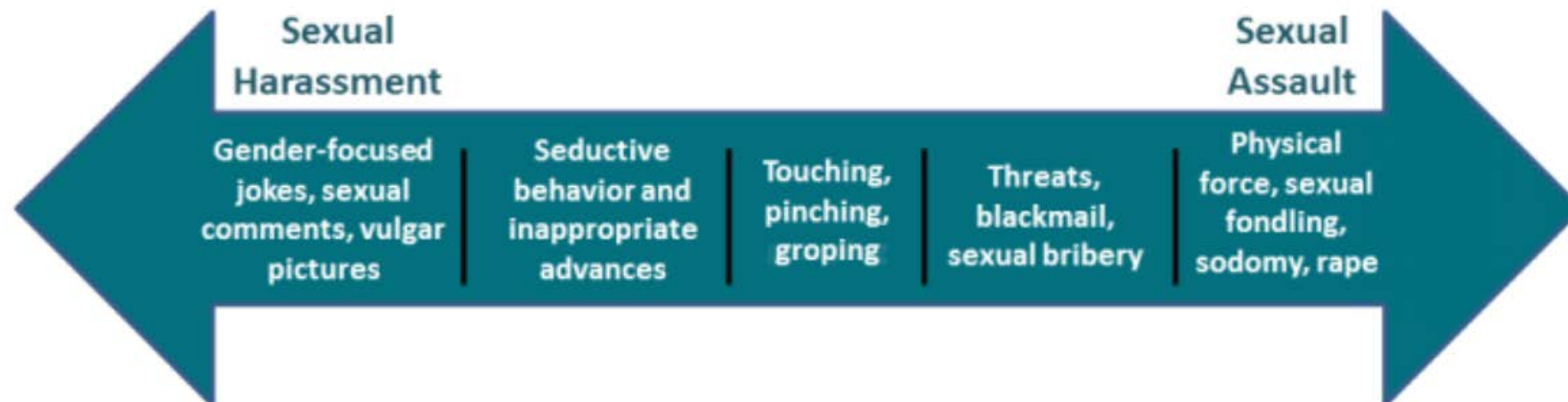
# Sexual Harassment

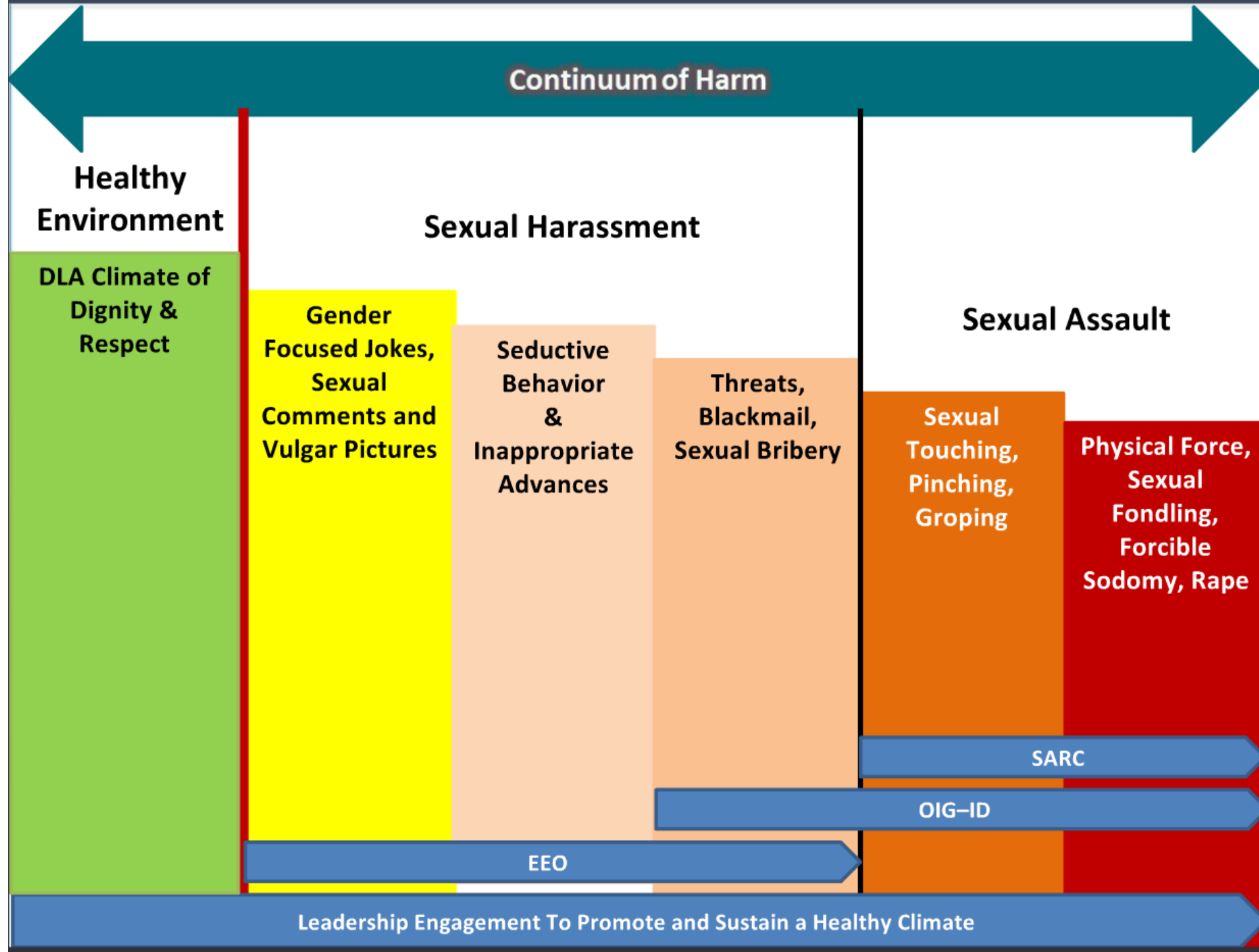
- Harassment on the basis of sex is a violation of Section 703 of Title VII.
- Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when
  1. submission to such conduct is made either explicitly or implicitly a term or condition of a person's employment,
  2. submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
  3. such conduct has the purpose or effect of unreasonably interfering with a person's work performance or creating an intimidating, hostile or offensive work environment.



# Continuum of Harm

**Studies show organizations that allow sexual harassment are more likely to have sexual assault incidents.**









# SAHR



## Stay In The Green

Green	Yellow	Red
Supports gender equality	Tolerates inappropriate jokes	Tells gender focused jokes
Active bystander	Does not intervene to stop harassment	Makes unwanted sexual comments
Positive role model	Does not intervene to stop sexual assault	Inappropriate advances and relationships
Challenges inappropriate behavior	Ignores inappropriate relationships	Does not respect physical boundaries
Supports survivors	Ignores peer retaliation against victims	Perpetrates sexual assault
Lives DLA values	Blames victim	Perpetrates rape



# SAHR

## Active Bystander Facts

Active bystander intervention is one of the most effective methods of prevention. This approach encourages people to identify situations that might lead to a sexual assault and then safely intervene to prevent one from occurring.

Active bystander intervention discourages victim blaming by switching the focus of prevention to what a community of people can do collectively. It also allows for a change in cultural expectations by empowering everyone to say or do something when they see inappropriate or harmful behavior.



# The **ABC**'s of Bystander Intervention

**A**ssess for safety.

Ensure that all parties are safe and assess whether the situation requires calling authorities. When deciding to intervene, your personal safety should be the number-one priority. When in doubt, call for help.







SAHR



# The **ABC**'s of Bystander Intervention

Continued

**B**e with others.

If safe to intervene, you're likely to have a greater influence on the parties involved when working with other people.

Your safety is increased when you stay with a group.





SARC



# The **ABC**'s of Bystander Intervention

Continued

**C**are for the victim.

Ask if the victim of the unwanted sexual advance, attention, or behavior is okay. Does he or she need medical care? Does he or she want to talk to a sexual assault response coordinator (SARC) to see about reporting the matter? Ask if someone he or she trusts can help him or her get safely home.





# Supervisor Responsibilities

- Take action against sexual harassment, sexual assault, and other criminal behavior.
- Empower victims to report.
- Believe and support victims.
- Set the right example and keep DLA standards and values alive in the workplace.
- Supervisors are to encourage bystander intervention to all employees and establish a culture of social courage.





# **Supervisor Responsibilities**

1. Treat all reports with the utmost seriousness.
2. Protect the privacy of victims and respect their decisions.
3. Ensure victims know their reporting options and available support avenues.
4. Watch for signs of retaliation and exclusion—this is to protect victims.
5. Encourage employees to identify and correct inappropriate behavior.
6. Contact your local SARC if you supervise military members as additional training is required.



# Hostile Work Environment Harassment

When conduct has the effect of making the work environment so unreasonably offensive or intimidating that the employee is unable to do her or his job effectively a hostile work environment may exist.

Generally requires a showing of a pattern of offensive conduct. This is often referred to a “prevalent and pervasive” conduct.

HOWEVER...the more severe the harassment the less need to show a repetitive series of incidents.





# Hostile Work Environment Harassment, continued

## **Remember:**

As managers and supervisors in the Defense Logistics Agency, you may not make submission to sexual advances, whether explicit or implicit, a term or condition of employment. You may not make submission to sexual favors a basis for taking any employment action or making any employment decision, and you may not create a hostile work environment by engaging in or tolerating unwelcome, pervasive behavior.





# Hostile Work Environment Harassment, continued

An agency can avoid "**VICARIOUS LIABILITY**"\* for sexual harassment by a supervisor, when no tangible employment action has been taken, by establishing, through a preponderance of the evidence, that:

1. It exercised reasonable care to **prevent** and **promptly correct** any sexually harassing behavior.
2. And the employee unreasonably failed to take advantage of any preventive or corrective opportunities provided by the employer, or to avoid harm otherwise.

\*"**VICARIOUS LIABILITY**" - Liability for the Actions of an Agent (supervisor)



# Sexual Harassment By Supervisors, continued

1. An employer is responsible for the acts of its supervisors and managers.
2. A Supervisor's ability to harass is aided by the authority delegated to them by the employer.
3. It is harder for an agency to avoid liability for harassment when the harasser is a supervisor.

EEOC Enforcement Guidance:  
Vicarious Employer Liability for Unlawful Harassment by Supervisors





# Non-employee Sexual Harassment

Agencies can be found liable for sexual harassment in the workplace by an individual who is not an agency employee .

CONTRACT EMPLOYEES – VENDORS – MEMBERS of the PUBLIC

Managers must promptly stop the harassment and ensure it does not recur And it works the other way around. . .

Federal Managers and Employees have been Disciplined for Sexual Harassment Directed Against Contractors, Vendors, and Members of the Public



# Preventing Sexual Harassment – First Step

- Always personally model highest ethical behavior
- Post the Agency's policy in a highly visible place.
- Provide each employee with an electronic or hard copy of it.
- Discuss the policy with every employee who works for you.
- Explain that violation of the policy may lead to disciplinary actions.
- Tell employees to consider this policy as a condition of employment.
- Encourage employees to report any instance that violate the Agency's policy.





## Preventing Sexual Harassment – Second Step

Observe the actions and attitudes of the employees you supervise.

Since you are responsible for keeping the workplace free of any type of sex discrimination, be aware of what is going on in your work area.

Are any employees exhibiting harassing behaviors?

Do their coworkers appear to be offended by the behavior but for whatever reason are not saying anything about it?

If you know or should have known about the harassment and do nothing to fix it the agency could be liable.



# Warning Signs of Sexual Harassment

## **VERBAL SIGNS\***

- Sexual Stories or Questions about Sexual Experiences or Preferences
- Frequent Jokes of a Sexual Nature
- Routine Occurrence of Sexually Oriented Profanity
- Inappropriately Commenting on a Person's Body or Appearance
- Repeatedly Asking for Dates
- Open Use of Sexual Innuendos
- Calling Someone Names Such as Honey, Babe, or Hunk

\*This is not an inclusive listing.





# Warning Signs of Sexual Harassment, continued

## **NON-VERBAL SIGNS\***

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- Displays of Sexually Oriented Pictures, Cartoons, Objects, Written Material
- Making Suggestive Gestures
- Staring Intently
- Following or Blocking
- Giving Unwanted Personal Gifts
- Sending Unwanted E-mails or Notes

\*This is not an inclusive listing.



# Responding to Allegations of Sexual Harassment

## **REMEMBER:**

### **The Victim is not required to Report Allegations of Harassment to an Offending Supervisor**

- A Victim can complain to any Management Official or file a Complaint with her or his Servicing EEO Office
- To Maintain Confidentiality to the Extent Possible
- To Protect the Victim and Witnesses against Retaliation
- To respond immediately when you become aware of offensive behavior.





## Responding to Allegations of Sexual Harassment, *continued*

### **Take Quick and Effective Action:**

- Inquire into Every Allegation IMMEDIATELY – no matter how minor it appears
- Avoid Overreaction – discuss the situation with EEO and HR
- Plan Your Inquiry – ask EEO and HR for guidance on your approach
- Interview Witnesses – get both sides of the story
- Document Interviews and Prepare a Report
- Take Appropriate Corrective Action as Required



## The Bottom Line

### **Supervisors and Managers are the first line of defense against sexual harassment**

- ✓ Know the laws that protect the workforce against unlawful workplace harassment.
- ✓ Post policies and inform the workforce of DLA 's zero tolerance policy.
- ✓ Monitor the workplace and respond immediately when inappropriate behavior occurs.





## SEXUAL ASSAULT RESPONSE For Supervisors and Key Personnel (DLA Police, OIG, legal, CAMs and LMRs)

### What is sexual assault?

Sexual assault is any type of sexual contact or behavior that occurs without the explicit consent of the recipient. Falling under the definition of sexual assault are sexual activities as forced sexual intercourse, forcible sodomy, fondling or groping, and attempted rape. This is not all inclusive and said actions may not meet elements of the local criminal statute. Support and advocacy will be provided for these offenses.

- ☐ **Contact the Sexual Assault Response Coordinator (SARC) 24/7**  
DLA SAPR Hotline 1-800-841-0937 or DSN 427-1133
- ☐ **Notify DLA OIG.** If someone discloses details of a DLA related sexual assault to you in your official capacity, OIG will secure the scene and contact appropriate Military Criminal Investigative Agency to investigate.
- ☐ **Take appropriate steps to initiate the DLA CCIR** (*Supervisor Responsibility*)
- ☐ **Take Care of the Victim's Needs**
  - Ensure the SARC speaks with the victim (allow privacy to protect confidentiality)
  - Do not question the victim
  - Remind the victim not to eat, drink, use the restroom or do anything that may disrupt evidence collection
  - Please remember the medical well-being and safety of the victim are priority. A victim can get medical treatment and still maintain their confidential options.
- ☐ **Remember the following:**
  - No two people respond to or cope with sexual assault in the same way. How a person presents to you is not an indication of whether or not a sexual assault has occurred.
  - Be aware of your own moral/personal biases and keep them in check. Comments related to victim's style of dress, drinking activities or personal choices are irrelevant and may severely impair the healing process.
  - What you say/how you act may make the difference in whether or not the victim proceeds with the case and may have a significant impact on how the victim continues with recovery.

### Communication Guidelines for Dealing with Victims of Sexual Assault

If you are approached by someone who falls under your direct line of supervision or your official capacity as DLA key personnel and you believe they may disclose a sexual assault to you, it's okay to stop them and make them aware of the options available to them. For example, you can say the following:

*"Let me stop you for a moment. I want you to know I'm here for you and ready to listen if you need help, but I don't want you to lose any options that may be available to you by disclosing too much information to me at this time. If you think you might like to speak with the Sexual Assault Response Coordinator before we continue this discussion, I can put you in touch with him/her immediately. Just know that if you disclose a sexual assault to me, I will have to report that assault to law enforcement."*

August 22, 2016



## When your co-worker/friend/peer has been Sexually Assaulted, what do you do?

### What is sexual assault?

Sexual assault is any type of sexual contact or behavior that occurs without the explicit consent of the recipient. Falling under the definition of sexual assault are sexual activities as forced sexual intercourse, forcible sodomy, fondling or groping, and attempted rape. This is not all inclusive and said actions may not meet elements of the local criminal statute. Support and advocacy will be provided for these offenses.

- ☐ **Contact the Sexual Assault Response Coordinator (SARC) - 24/7**  
DLA SAPR Hotline 1-800-841-0937 or DSN 427-1133
- ☐ **Encourage your co-worker to seek help and information from the SARC.**
- ☐ **DLA employees are strongly encouraged to report all incidents of sexual assault to the SARC and DLA OIG.**
- ☐ **Take Care of the Victim's Needs**
  - Ensure the SARC speaks with the victim (allow privacy to protect confidentiality)
  - Do not question the victim
  - Remind the victim not to eat, drink, use the restroom or do anything that may disrupt evidence collection
  - Please remember the medical well-being and safety of the victim are priority. A victim can get medical treatment and still maintain their confidential options.
- ☐ **Remember the following:**
  - No two people respond to or cope with sexual assault in the same way. How a person presents to you is not an indication of whether or not a sexual assault has occurred.
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August 22, 2016

**Bottom line: if you learn of a possible sexual assault: (1) Immediately call the SAPR Hotline on behalf of the employee, then (2) IMMEDIATELY contact the DLA Office of Investigator General (OIG) Agent Mark Laucks Cell: 717-329-7417, then (3) Call Division Chief. Div Chiefs will then Call XO and CDR, and then (4) take care of the victim.**

# Questions



# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY



**DLA Distribution  
Susquehanna, PA**

**Techniques for Counting  
April 2016**



# DLA Distribution Susquehanna, PA

## Counting Techniques

**Why this is important:** We are at a 6.43% error rate for all MRO's shipped. The goal is 0%. Inaccurate counting results in inventory adjustments, denials and customer complaints

### Data for FY15:

- 92,485 Adjustments (FYTD 16 – 64,453)
- 14,925 Denials
- 14,319 iSDR's (incoming supply discrepancy report, all causes)

### Contributing factors (iSDRs):

- 1555 Overages
- 4882 Shortages
- 844 Wrong Items

**Note:** Each iSDR from our customers cost approximately \$300 to process, estimate \$4.3M FY15 total.



# DLA Distribution Susquehanna, PA Counting Techniques

- Accurate counting is necessary!
  - Remain relevant as a Distribution Depot and retain mission
  - Over the last 2 to 3 years we have lost 35% of our overall business which equals jobs
  - To provide customer with the right item, right quantity, at the right time, to the right place every time
  - Provide best value services
  - Pass the Independent Public Accountant audits (IPA)
  - Sustain Audit Readiness into the future



# DLA Distribution Susquehanna, PA

## Counting Techniques

- When do most counting errors occur?
  - Receipt
  - Issue
  - Shipment
  - Rewarehousing actions
  - Processing inventories
  - When counting Industrial Hardware items such as rivets, screws, bolts, O-rings, etc.



# DLA Distribution Susquehanna, PA

## Counting Techniques

- What can we do to improve?
  - Follow the JBSs/Checklists (Derived from Encl. 2 of SOP)
  - Do it right the first time
  - Pay attention to detail
  - Observe the differences in the materiel (watch unit of pack,
  - Implement better counting techniques for large quantity, small items





# DLA Distribution Susquehanna, PA

## Counting Techniques

- Counting Best Practices
  - Avoid distractions
  - Relax and prepare yourself to count
  - Stay organized and clutter free in your counting space
  - Be safety minded while working with materiel (bending, lifting, twisting etc.)
  - Be mindful of small Industrial Hardware items that may fall to the ground while being counted
  - Accuracy is more important than speed
  - Check quantity on every package don't assume they are all the same
  - Group large numbers in 2s, 5s, 10s, 25s
  - Use a tally sheet to aide in counting
  - Recount to validate (if needed)
  - Minimize the number of open containers in a location





# DLA Distribution Susquehanna, PA

## Counting Techniques

- Counting Best Practices
  - Watch Unit of Issue (UI) / Unit of Measure (UM)
  - If UM doesn't equal UI use the following formula to determine the true configuration of the UI for counting purposes:

$$1 \text{ UM} \times \text{UM qty} = 1 \text{ UI}$$

- 1 UM (foot) x UM qty 100 = 1 UI (reel)
- 1 UM (foot) x UM qty 100 = 1 UI (coil)
- 1 UM (pound) x UM qty 12 = 1 UI (spool)



# DLA Distribution Susquehanna, PA Counting Techniques

What Ideas do you have that could improve our counting accuracy rates?

# **DEFENSE LOGISTICS AGENCY**

**AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY**

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## **DLA Distribution**

## **FY 17 Annual Operating Plan**



# Director's 2017 Guidance

- Meet or exceed negotiated customer metrics. Achieve green performance in at least 85% of assigned Wholesale and Retail key performance indicators. No later than January 1, 2017, in coordination with DLA Aviation and DLA Land & Maritime, standardize Fleet Readiness Center (FRC) and key shipyard performance indicators:
  - Performance - Monthly
  - DLA Aviation - October 31, 2016
  - DLA Land and Maritime - December 1, 2016
- Execute Global Distribution Strategy and rebalance capabilities to meet CCMD requirements. Enable increased CCMD agility through forward stocking and other supporting initiatives
- Expand CCMD storage and distribution requirement in four locations: USSOCOM, Oman, Djibouti, and Iwakuni. Enhance capability at DLA Distribution Bahrain to support the Trans Arabian Network (TAN) as it expands through FYI 7 IAW USCENTCOM's conditions based approach. Completion targets:
  - USSOCOM : Initial Operational Capability (IOC) - October 1, 2016
  - Oman: IOC - November 30, 2016, Full Operational Capability (FOC) - December 31, 2016
  - Djibouti: IOC - October 1, 2016, FOC - January 1, 2017
  - Iwakuni: IOC - April 30, 2017, FOC - July 31, 2017





# Director's 2017 Guidance

- Continue to identify storage and distribution opportunities with Program Executive Office (PEO)/ Performance Based Logistics (PBL) programs. Integrate at least two Military Service weapons system PEO/PBL programs with DLA Distribution capability. Completion target: Start transition of Army Stryker materiel into DLA Distribution Anniston NLT April 1, 20 17
- Continue to develop the Foreign Military Sale (FMS) Distribution Services Initiative (DSI) in conjunction with Defense Security Cooperation Agency (DSCA), USTRANSCOM , and Military Services. Expand FMS Distribution Services to the Top 10 Class (CL) IX weapons system cases. Increase customer baseline 25% by adding two countries in FYI 7. Completion target: ICW USTRANSCOM, conduct three engagement sessions per quarter targeted at the Top 10 CL IX cases
- Assess/improve programs and resources that contribute to workforce resiliency. NLT December 31, 2016, develop and publish a plan that integrates resiliency concepts into leadership and workforce development efforts (i.e., on-boarding, VPP, leadership forums, training)
- Maintain 90% deployment readiness for assigned active military , organic reserve forces and expeditionary civilian personnel in order to support Agency mobilization requirements in accordance with time requirements. Exercise DDED expeditionary capability as a team for at least one exercise in FY 17





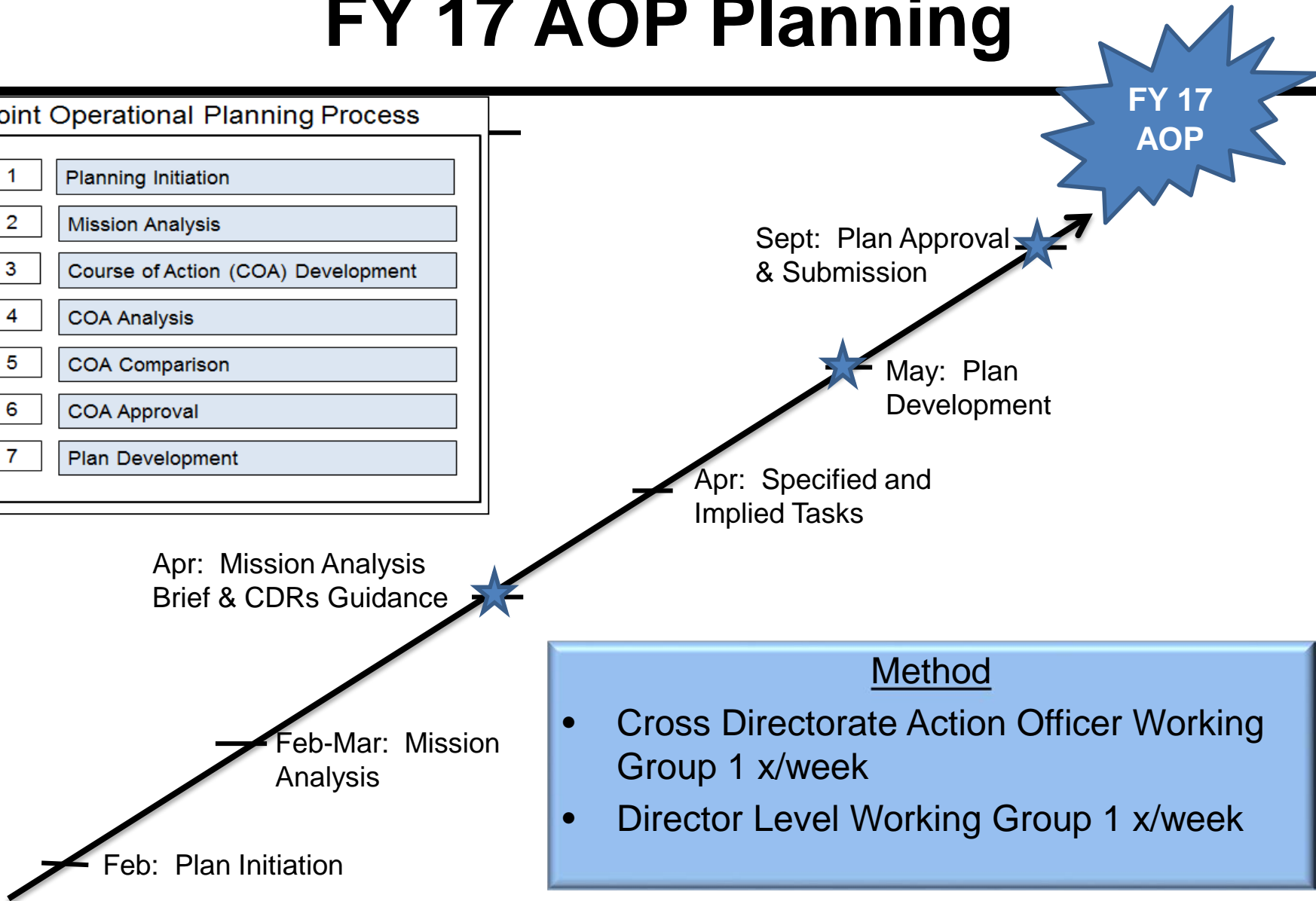
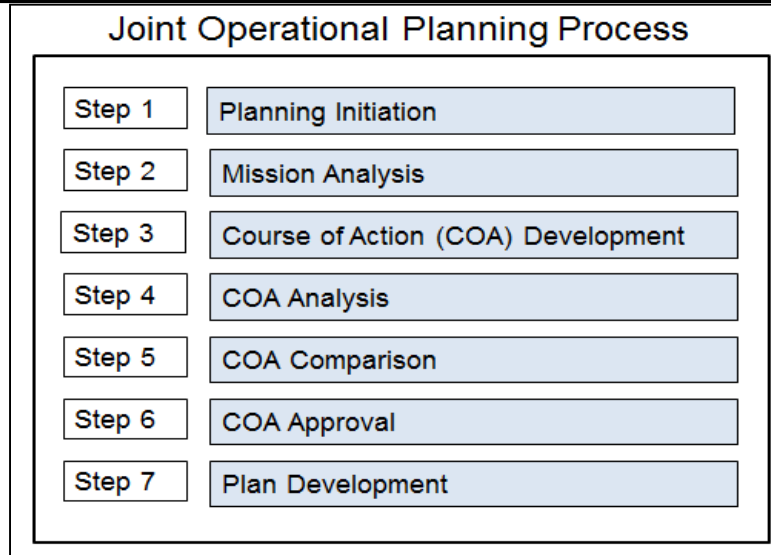
# Director's 2017 Guidance

- Continue to explore and implement warehouse productivity improvements through R&D and integrated technological solutions. Examples include testing and deployment of tablets for warehouse use. Completion target: September 30, 2017
- Identify the Disposition and Distribution (D2) end-state. Implement a plan to execute the process improvements identified during initial Continuous Process Improvement (CPI) visits IOT reduce customer wait times and backlog while achieving cost savings. Completion Target: Control Phase - March 31, 2017
- Achieve audit readiness for DLA owned inventory at the Recruit Training Centers (RTCs) by implementing DLA S&D oversight and DSS. Implement four Army RTCs during FY17
  - Fort Leonard Wood - December 31, 2016
  - Fort Sill - March 31, 2017
  - Fort Benning - June 30, 2017
  - Fort Jackson - September 30, 2017
- Provide storage and distribution of GSA managed items at OCONUS distribution platforms. Develop COAs for decision from DLA and GSA senior leadership NLT March 1, 2017
- Continue development and expansion of the Distribution Leadership System to build a high performing culture that delivers more value at less cost. Leverage the 2016 Denison Culture Survey results to inform the organization of business process opportunities. Develop the DLA Distribution Culture Action Plan NLT October 31, 2016, for implementation in FY 17.





# FY 17 AOP Planning



## Method

- Cross Directorate Action Officer Working Group 1 x/week
- Director Level Working Group 1 x/week



Command Team Decision Point



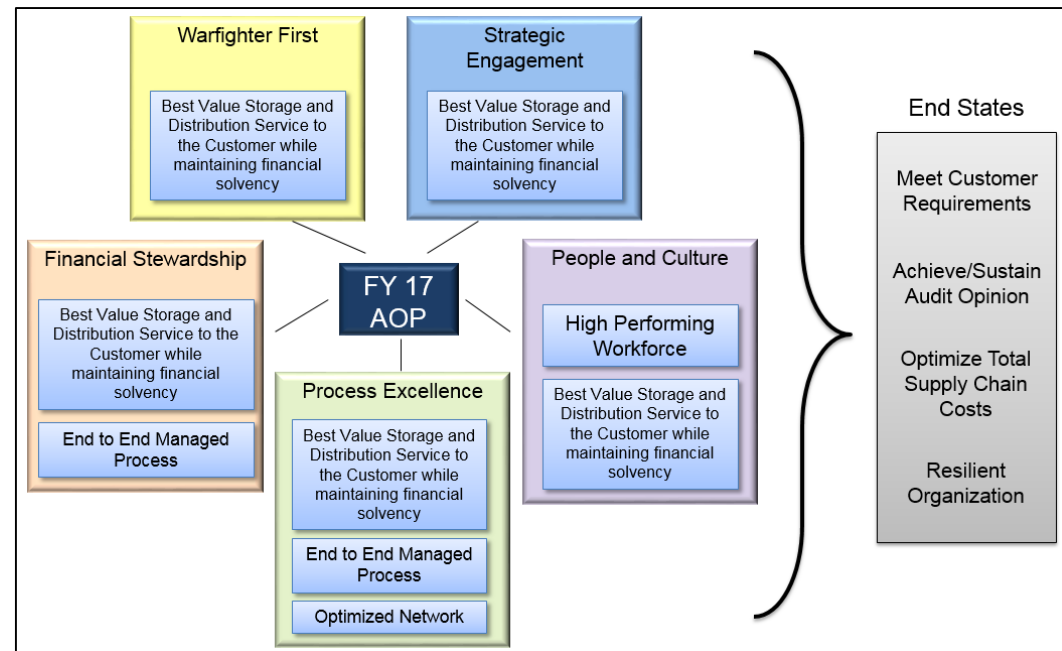
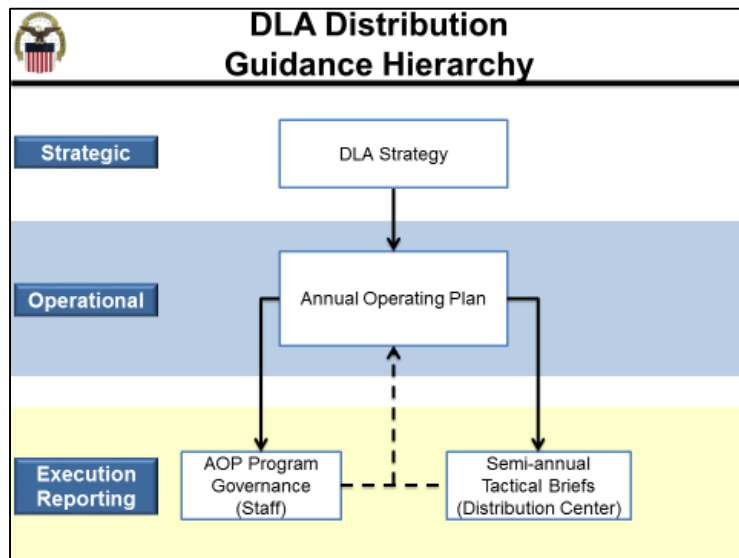


# DLA Distribution Annual Operating Plan

**Distribution Mission** – Global distribution service provider for DoD and valued customers

**Distribution Vision** - Deliver the right solution on time, every time

**Distribution Values** - Integrity, Resiliency, Diversity, Innovation, Accountability, Excellence





# Warfighter First

- *Deliver innovative and responsive solutions to Warfighters first, DoD components, and our other valued customers*
- Performance Based Logistics (PBL) S&D Integration-Partner with DLA HQ and the MILDEPs on developing S&D partnership in support of various Major Weapons Systems Programs, to include: JSF, LCS, & LAV
- Foreign Military Sales (FMS)- DLA Distribution is partnering with USTRANSCOM, DSCA, and the MILDEPs to provide FMS storage, consolidation, distribution, and transportation services to FMS customers
- Customer Initiated S&D Opportunities - Leverage DLA Distribution capabilities and capacity in support requests initiated by DoD/WoG customers.
  - NAVSEA Long Lead Time Procurement / Future use material (FUM) Mission
  - USSOCOM Inventory Control Point (ICP)
  - NAVAIR FMS Storage
  - Recruit Training Centers (RTC)
- Distribution Center Performance - Meet Performance Standards in 3 business segments: wholesale, retail, and disposals
- Manage Acquisition Performance – Manage the DLA Distribution J7 Acquisition Operations mission performance in support of customer requirements while attaining/sustaining appropriate metrics
- Personnel Readiness - Maintain 90% deployment readiness for assigned active and reserve military as well as expeditionary civilian personnel
  - Support Agency mobilization requirements
  - Incorporate theater training standards into ITP
- Expeditionary Depot Exercise (DDED) – Exercise DDED expeditionary capability as a team during at least one exercise in FY 17



# People and Culture

- *Align and integrate structure, people, processes, technologies and infrastructure to facilitate effective mission accomplishment and strategy achievement.*
- People Development-The active selection, development, coaching, mentoring, and performance management of people to achieve the established roles, responsibilities, authorities, and accountabilities.
- Engineered Standards-Reflects work content (labor effort) of S&D functions in DSS as well as functions observed in currently defined process maps in order to provide input to annual labor staffing models and performance metrics
- Standard Org. Structure/Position Descriptions (PD) – Develop standardized DC organizational structures, PDs, and performance plans for DLA Distribution Tobyhanna, Norfolk, Warner Robins, Susquehanna, San Joaquin, Oklahoma and Red River
- Structural Alignment - An intentionally designed organizational structure that fosters and reinforces a culture of problem solvers; promotes vertical and cross-functional integration, communication and accountability; and establishes authority and responsibilities for leaders at all levels to coach & mentor direct reports





# Strategic Engagement

- *Team with the Combatant Commands (CCMD), industry, and other partners in the delivery of effective and affordable S&D solutions*
- Each CCMD – Participate in AOR Exercises, Update OPLANS
- Individual CCMD Initiatives
  - USPACOM
    - Establish a new distribution facility in Iwakuni Japan
    - Conduct a BCAIRT a TCSP at Okinawa
  - USEUCOM - DLA Distribution develop interior lines strategy between DLA Distribution Europe, Sigonella, and Detachment Rota
  - USAFRICOM
    - Establish a TCSP, MPC, and assume responsibility of SSA in and around Camp Lemonier, Djibouti, Africa
    - Establish West Africa Logistics Network in order to support Low Volume / Low Frequency demands
  - USCENTCOM - Establish and sustain Ground Lines of Communication (G-LOC) in and around the Arabian Peninsula.
- COOP - Maintain and exercise all Continuity of Operations plans (Continuity of Operations, Pandemic Response, and Devolution plans, and Multi-Year Strategy and Program Management Plan, or Multi-Year Strategy and Program Management Plan (MYSPMP))





# Financial Stewardship

- *Deliver effective and affordable solutions.*
- Compliance – Managers' Internal Control Program (MICP)
  - Continuous improvement of Distribution's MICP to identify or refine controls that stabilize operations and mitigate risk
  - Enhance the Quality Program to support auditability for operational and financial success to ultimately achieve an Un-modified Audit Opinion
  - Active risk management aligned with DLA HQ goals/activities
- Compliance – Audit Sustainment
  - Revalidate and maintain Audit Documentation, test controls and submit Audit Deliverables – all business cycles
  - Provide response to IPA on Provided By Client requests
- Resource Management-Staffing - Right size resources to perform projected workload and become fiscally solvent while achieving the FY17 NOR
- Resource Management-Equipment
  - Achieve Vehicle Allocation Methodology (VAM) target goal
  - Right-size the MHE fleet via the Deep Dive process
  - Achieve DPAS implementation for MHE equipment by December 2016
  - Promulgate DLA 4216.01 MHE Standard Operating Procedure







# Process Excellence

- *Achieve Enterprise process excellence*
- Technology - Explore, assess, and provide requirements for the near term implementation of new technologies, automation and robotics that improve process and operational efficiency in S&D environment
- Safety Program Management
  - Add one Voluntary Protection Program (VPP) Star status location
  - Conduct one annual full scale exercise in support of safety and security
  - Reduce TCIR and LTCR by 1% below Agency baseline
- Security Program
  - Training-AT Level 1 Training, Combating Trafficking in Persons
- Process Management - Establish a formal system of process management to “design, develop, standardize, measure, control & improve our core, enabling and management processes
- Disposition and Distribution End-State
  - Implementation of site level plans identified during CPI visits
  - Get green and stay green on metrics





# Next Steps

- DLA Distribution AOP due to DLA HQ - 30 Sept
- DLA Director Approves the AOP
- Director's AOP Review – 18 Nov



# **DEFENSE LOGISTICS AGENCY**

**AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY**

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## **Safety Stand Down DDSP Employee Brief 18 May 2016**



# Recent Mishaps

Summary information contained in Note Pages:

- Norfolk (Wood Working Shop)
- Warner Robins (Ladders/Material Handling)
- Red River (Track Vehicle Management)





# OSH Program Requirements

- Each Distribution Center must have an Occupational Safety & Health (OSH) program in place
- The OSH program consists of many key OSH elements, each one must have its own written program. Examples include:
  - Ladders
  - Lock Out/Tag Out
  - Fall Protection
  - Machine Guarding
  - OSH Training
  - Hazardous Communication (HAZCOM)
  - Materials Handling
  - Asbestos
  - Blood Borne Pathogen
  - Hazard Identification
  - ESAMS Management
  - Mishap Investigation
- Employees must be trained on programs that affect them
- Frequency of refresher training must be done in accordance with program requirements





# OSH Safety Council Meetings

- A critical element for keeping personnel safe!
- Must be conducted quarterly; chaired by the site Commander/Director
- Minutes must be created; signed by Commander/Director
- Key areas to be covered during the meeting:
  - Site's Abatement Log – review status of risk mitigation efforts
  - Mishaps – review all mishaps/near misses since last meeting
  - Trends – review trends in mishaps **to include near misses**
  - Training – track employee status
  - Other issues requiring the Council's attention



# Hazard Reporting & Abatement

- Hazards are reported in Enterprise Safety Application Management System (ESAMS)
- ESAMS will maintain the hazards and will become the Hazard Abatement Log for the site
- Risk Assessment Codes (RAC) will be recorded:
  - Severity: The worst creditable consequence; not worst conceivable consequence
  - Probability: Chances a hazard will result in a mishap based on exposure to people or equipment
- RAC 1 (high risk) to RAC 5 (low risk)
- RACs used by Commander/Director to prioritize abatement and mitigate hazards



# Hazard Reporting & Abatement

## RESPONSIBILITIES

### **Employees:**

- Immediately report unsafe/unhealthful working conditions to supervisors for investigation/corrective actions via: ESAMS, Orally or DLA Form 1404
- Stay away and keep others away from any unsafe conditions
- Abide by all interim/permanent controls
- If anonymity is desired, employees may report the hazard via DLA Form 1401 directly to the Safety Office



# Hazard Reporting & Abatement

## RESPONSIBILITIES

### **Supervisors:**

- Investigate workplace hazards/unsafe work practices
- Request technical assistance from Safety Office
- Implement interim controls to mitigate the hazard, then follow up on status of the permanent fix
- Notify affected personnel of the identified hazard, and provide updates to employees periodically
- Train the workforce to identify/investigate hazards
- Encourage employees to report hazards and near misses...it's everyone's responsibility!





# Hazard Mitigation

- Promptly work to eliminate an identified hazard
- **Interim Controls:** used when hazards cannot be immediately eliminated and work must continue near the hazard
  - A set of measures designed to temporarily reduce the risk of employee injury
  - MUST mitigate/reduce the risk to an acceptable level!
  - Allows work to proceed while reducing potential for injury
  - Not permanent; they do not completely eliminate the deficiency
- Hazards can be controlled by the Control Methods Hierarchy
  - Engineering Controls
  - Administrative Controls
  - Personal Protective Equipment (PPE) Controls



# Hierarchy of Controls

## ***Engineering Controls***

- Process is designed to eliminate hazards or reduce exposure to hazards; controls hazards at the source
- Preferred and most effective option for control
- Eliminates or reduces the chance of human error

## ***Administrative Controls***

- Limits exposure to hazards by control or adjustment of the work schedule or work habits (e.g. caution tape, cones, signage, etc)
- Reduces the chance for human error
- Hazard still exists but it is next best option when engineering controls are not practical



# Hierarchy of Controls

## ***Personal Protective Equipment (PPE)***

- Only used when other hazard controls have been exhausted or are not feasible
- PPE requirement is determined by hazards identified in the Job Hazard Analysis
- Increases chance of human error
- Training on PPE is required

***You can also have a combination of any of the aforementioned controls***



# Job Hazard Analysis (JHA)

- **ANY** operations with inherent risk **MUST** have a Job Hazard Analysis created and posted in the physical area of the hazard
- JHAs must be kept current and reviewed annually
- **BOTTOM LINE** – if your duties involve a hazardous operation or procedure, you must have a JHA assigned to that operation or procedure





# Job Hazard Analysis

If an operation or procedure has inherent risk, it **MUST** have a ***Job Hazard Analysis (JHA)***

- A technique that focuses on job tasks to identify hazards
- Focuses on the relationship between the worker, the task, the tools, and the work environment
- Provides methods to control hazards to an acceptable level
- Integrates safety and health into a particular task or job operation
- Additional Uses/Benefits
  - Training new employees
  - Conducting refresher training on specific tasks
  - Conducting incident investigations



# Job Hazard Analysis

## Job Hazard Analysis Process

- Select the job to be analyzed
- Break the job down into a sequence of steps
- Identify potential hazards
- Identify the required PPE
- Train effected employees
- Implement Control Methods
- Review and update as needed
  - Annually
  - When processes change
  - When new equipment is introduced



# Job Hazard Analysis

## Additional points to be emphasized

- JHAs must be posted near the corresponding processes or equipment which contains the risk or hazard
- Employees need to remain familiar with the JHAs that are related to their duties...frequent review is paramount to avoid any lapses in memory
- Effective training means “hands on” or actively walking through the process with the JHA in hand



# Safety Culture/Focus

## What drives a good safety culture?

- **Everyone** sets the example
- **Everyone** is involved
- **Everyone** taking action and following up...doing what you say you are going to do
- **Everyone** watching out for others
- **Everyone** keeping Safety at the forefront and **not sacrificing safety for speed**
- **Leadership** providing the right tools to the employees to do the job right
- **Leadership** ensuring employees are trained and hazards are being aggressively mitigated

**Notice any common themes?**





# Safety Culture/Focus (cont'd)

- Changing employee behavior starts with you and your involvement...every day!
- Need to eliminate behavioral “pitfalls”
  - “We’ve always done it this way” or “I’ve been doing it like this for 10 years and have yet to get hurt” or “I’ll get twice as much done if I do it this way”
- What can you do?
  - Positively reinforce others when you see safe practices being performed
  - Avoid acts of omission...address unsafe behaviors  
**ON THE SPOT! Don’t just look the other way!!**



# Training Requirements

- Learning Management System (LMS)
  - Mandatory Tool for tracking safety training completion
  - Contains various OSH modules/topics such as:
    - Electrical Safety, Ergonomics, etc.
- Minimum Requirements:
  - All employees have 10 mandatory courses/modules
  - Warehouse workers require an additional 8 modules
  - **ANY** hazards within an employee's work area (i.e. JHAs)
- Monthly Safety Assessments
  - Target special interest safety concerns such as overexertion (sprain/strain) injuries, Material Handling, Slips/Trips/Falls, etc.



# Accountability

- Management is accountable for maintaining an effective OSH safety program
- All employees and management are accountable for safety in operations
- Everyone must follow the same rules
- Individuals at all levels should look out for coworkers at all levels
- Talk the talk, then walk the walk
- It is ultimately management's responsibility to provide a safe workplace



# Supervisor/Employee Activities

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## Review Job Hazard Analyses (JHAs)

- New processes since last update?
- All hazards identified?
- Controls sufficient for hazard?

## Hazard Reporting

- What hazards did you encounter today?
- What did you do about the hazards?



# DDSP Discussion

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- Open discussion of DDSP specific issues or concerns



# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

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**A Potential Defense Distribution Susquehanna Pennsylvania (DDSP) University**  
**And**  
**Incorporating the Virtual Warehouse into DDSP Curriculum**

**Introduction**

Employee training is critical to defining and communicating "How Defense Distribution Susquehanna Pennsylvania (DDSP) performs and excels". One of the primary tasks of Management at DDSP is to make this organization, "second to none".

DDSP has the opportunity to establish a solidified training environment by creating an internal Training System used to design, develop, and present "In-house" training to a consistent, standard, and systematic approach by teaching select employees Instructional Methodology and Basic Instructional Design.

In order to accomplish this, DDSP must substantially improve the training services by re-organizing and establishing solid training criteria, and standardizing the training methodology.

**Executive Summary**

In any organization, 40% of its' intangible assets consist of intellectual capital. Many of the employees at DDSP have been employed here for a significant amount of years. Their knowledge has not been properly utilized, captured, or retained through training documentation. Training has also not been provided through a standardized, or consistent and systematic manner.

Currently, our internally developed courses do not use a "Vivid and appealing" methodology in order to hold the attention of our students, nor do they provide skills assessment to ensure the Knowledge and Comprehension topics are completely understood.

By changing our approach to curriculum design and delivery, as-well-as incorporating the Virtual Warehouse into our training, we can provide a well-rounded, appealing learning sessions.

By establishing a position within the Support Service Group, responsible for developing training standards, instructor standards and certification, Defense Logistics Agency Distribution Susquehanna can rely on a single point of contact for course delivery and a structured approach for learning; and concentrate directly on the continuous process improvement for training delivery within the organization.

**Objectives**

1. To develop standardized internal training practices within DDSP.
2. To support the DDSP objectives in reaching its goals.
3. To develop and implement a management training program for all middle level managers within the next 12 months.
4. To provide customer service skills training to all new hires during the new hire orientation period.
5. To train a core group of DDSP Certified Instructors who would use their skills and abilities as a collateral duty when training personnel is required.

## **Current State**

Defense Logistics Agency Distribution Susquehanna does not have a complete Training Department. The existing Training Department, under the auspices of the Support Service Group mostly performs Training Administration functions.

This existing arm of the Support Service Group does not have standardized policies for how training is conducted or a means of ensuring that material presented to students is consistent.

## **Ideal State**

DDSP would have an addition to the existing Training Administration, a separate branch within the Support Service Group that initiates, directs, and oversees training policy and instructors throughout the organization.

The *Mission Statement* should be:

The mission of the Training Department at DDSP is to support Defense Logistics Agency (DLA) goals and improve our clients' satisfaction by providing high-quality product training programs for our internal customers and trainers.

The Objectives of the Training Department should be:

1. To develop standardized internal training practices within DDSP.
2. To support the DDSP objectives in reaching its goals.
3. To develop and implement a management training program for all middle level managers within the next 12 months.
4. To provide customer service skills training to all new hires during the new hire orientation period.
5. To create a DDSP Certified Instructor Training program.
6. To re-introduce the Virtual Warehouse to In-House training.

## **Training Delivery Office**

A position within the Support Service Group needs to be established to direct and oversee the delivery of the training at Defense Logistics Agency Distribution Susquehanna.

This position would be responsible for the establishment of training policy and standards, curriculum evaluation and delivery, and developing various uses for the Virtual Warehouse that not only incorporates training, but can be used as a test platform for various 6 Sigma, Mid-Level Management, and Action Learning Teams Performance Improvement processes, and a 5 S Laboratory.

- a) Identify Subject Matter Experts – Identify the subject matter expertise for courses needed at DDSP.

- b) Review Current Curriculum - Revise and update existing training courses and incorporate Job Instruction Training methodology where necessary.
- c) Establish Training Standards – Establish approved training standards for courseware and course delivery for DDSP.
- d) Establish Training Pipeline Topics – Identify topics necessary to establish a group of courses in order to create various pipeline training criteria.
- e) Establish a Training Certification Program for Instructors - The DDSP Training Department Instructor Certification Program should be established to provide, oversee, and continuously improve the application of quality for instructor skills and adult instructional techniques at DDSP and within the Virtual Warehouse for the training of our personnel.
- f) Training Review Board – Establish a Training Review Board (TRB) made up of Branch Chiefs and the Training Manager to ensure the quality of DDSP's training program. The TRB will meet semi annually to ensure that Training Delivery objectives have been met and to assess the need for additional courses.

### **Instructor Certification Program**

The Instructor Certification Program and Certificate of Accomplishment would provide evidence of each instructor's credentials satisfying approved standards.

For candidates to be afforded the privilege to facilitate DDSP training courses in their technical areas of expertise, they must become certified DDSP instructors through the certification process.

The certification process would be built upon the following set of instructor competencies that are selected from a validated list of the American Society of Training and Development (ASTD) competencies:

- Application of Adult Learning Theory
- Communication Skills
- Facilitation Trainer Skills
- Positive Behavior Modeling Skills
- Classroom Management
- Subject Matter Expertise
- Curriculum Development

**CERTIFICATION ELEGIBILITY:** As a preliminary trial, The Instructor Certification Program would initially only be open to instructors who have been approved for technical competency and subject matter

expertise by the appropriate subject matter manager. The curriculum may consist of a variety of courses that would be beneficial throughout the various Branches.

**CERTIFICATION PROCESS:** To achieve DDSP Instructor Certification, instructors must successfully complete the three step certification process.

Instructors must be nominated by their VSO to become eligible to become a DDSP Certified Instructor.

Before any instructor teaches or facilitates any courses at DDSP, they must possess the minimum technical experience requirements set for the course by the subject matter manager. This step is required to ensure that the instructor can serve as a credible technical facilitator, authority, and resource.

If the subject matter technical manager has concerns about the performance of a specific instructor, he/she may require an instructor audition before a panel established by the TRB to test the technical and instructional skills required in STEPS 1, 2, and/or 3.

#### STEP 1: Instructor Audition

If an audition is required to assess the technical and instructional skills, instructors must submit for approval a proposed technical topic of the specific courses they intend to facilitate to demonstrate their technical and instructional strengths and skills. Shortly after the auditions, the judging panel will communicate the results of a pass, fail, or required re-audition. If re-audition is required, instructors must pass the instructor audition before they can request observation for certification (STEP 3).

#### STEP 2: Instructor Development Training

Instructors interested in becoming candidates for certification must successfully complete the approved instructor training pipeline developed for certification at DDSP.

The pipeline of courses shall consist of:

- 1) Application of Adult Learning Theory
- 2) Communication Skills
- 3) Facilitation Trainer Skills
- 4) Positive Behavior Modeling Skills
- 5) Classroom Management
- 6) Subject Matter Expertise
- 7) Job Instruction Facilitation
- 8) Basic Curriculum Development

**STEP 3: Pass Observation for Certification by a Master Trainer.** The next key element to certification is having a Master Trainer observe candidate instructors during the delivery of properly designed curriculum material to participants. The Master Trainer will provide immediate feedback to facilitate improvement, if appropriate.



Requests for observation should be submitted at least 2 to 3 months in advance of the desired observation date indicating the technical competency and subject matter expertise as well as course(s) to be taught. After an observation date has been set, the subject matter manager will send candidates materials explaining the requirements for certification, along with the criteria against which the instructors will be evaluated. These materials are based on the key concepts demonstrated in STEP 2.

The observation must take place at a regularly scheduled course or Virtual Warehouse course, not a pilot presentation, and the instructor must present multiple lessons during the course. In preparation for the observation, the Master Trainer will meet with the approved instructor candidate at the course location to discuss any questions on the requirements for certification or the criteria by which he/she will be evaluated. The observation typically lasts 1 day. Throughout the observation, the Master Trainer will provide feedback during scheduled breaks to discuss good performance areas as well as areas needing improvement.

Upon successfully demonstrating the required competencies and skills in an actual teaching situation, the approved instructor candidate will be awarded DDSP Instructor Certification. If, in the opinion of the Master Trainer, the instructor needs to demonstrate a better grasp and efficient application of the competencies and skills required for certification, a self-improvement plan needs to be developed jointly by the candidate and master trainer, which may include attendance at instructor or other competency development courses.

After completing the self-improvement plan, the instructor may request a second observation.

**CERTIFICATION MAINTENANCE:** DDSP TRB will review and evaluate information from multiple sources to validate ongoing performance and adherence to the principles upon which certification was granted. Further, instructors who fail to maintain an average of 3.0 (of a 4.0 Instructor Evaluation Standard) or higher on Defense Logistics Agency Distribution Susquehanna instructor evaluations will be required to develop and execute a self improvement plan after which they will need to be observed by a Master Trainer to maintain certification. Failure to act on the improvement plan and observation will result in decertification.

**CERTIFICATE OF ACCOMPLISHMENT:** After completing STEPS 1–3 and achieving certification, certified instructors can receive an official Certificate of Accomplishment from Defense Logistics Agency Distribution Susquehanna.

**COURSE MANAGERS:** A specifically designated DDSP Certified Instructor who is a Subject matter Expert (SME) in the topic that they teach would be appointed as a Course Curriculum Model Manager, responsible for maintaining and updating their course.

### **Unknowns**

More research must be made as to setting up a standalone network at the virtual warehouse that can use a snapshot of 5 days' worth of information captured from the DSS System and if the RF Guns can be made to log into that network.

# **DEFENSE LOGISTICS AGENCY**

**AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY**

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## **Safety Stand Down DDSP Leadership Brief 18 May 2016**



# Recent Mishaps

Summary information contained in Note Pages:

- Norfolk (Wood Working Shop)
- Warner Robins (Ladders/Material Handling)
- Red River (Track Vehicle Management)





# OSH Program Requirements

- DLA Distribution Centers are to establish site specific OSH programs
- OSH programs are to be implemented and routinely updated
- All OSH elements must be covered within the site's written program; a few examples include:
  - Ladders
  - Lock Out/Tag Out
  - Fall Protection
  - Machine Guarding
  - OSH Training
  - Hazardous Communication (HAZCOM)
  - Materials Handling
  - Asbestos
  - Blood Borne Pathogen
  - Hazard Identification
  - ESAMS Management
  - Mishap Investigation



# OSH Safety Council Meetings

- A critical element for keeping personnel safe!
- Must be conducted quarterly; chaired by the site Commander/Director
- Minutes must be created; signed by Commander/Director
- Key areas to be covered during the meeting:
  - Site Abatement Log – review status of risk mitigation efforts
  - Mishaps – review all mishaps/near misses since last meeting
  - Trends – review trends in mishaps **to include near misses**
  - Training – track employee status
  - Other issues requiring the Council's attention





# Hazard Reporting & Abatement

- Hazards must be reported in Enterprise Safety Application Management System (ESAMS)
- ESAMS will maintain the hazards and will become the Hazard Abatement Log for the site
  - Reviewed quarterly during OSH Safety Council
- Abatement Log deficiencies will be updated at least monthly by the Person Responsible for Abatement (PRA)
- Interim Controls must be in place for each hazard and be documented in ESAMS
- **IMPORTANT!!** Open hazards must be communicated to employees affected by those hazard (**Supervisor responsibility**)



# Job Hazard Analysis (JHA)

- **ANY** operations with inherent risk **MUST** have a Job Hazard Analysis created and posted in the physical area of the hazard
- JHAs must be kept current and reviewed annually
- Site Safety Offices may contact DS-FD Safety Office in New Cumberland for copies of existing JHAs if a site is missing any



# Training Requirements

- Learning Management System (LMS)
  - Mandatory Tool for tracking safety training completion
  - Contains various OSH modules/topics such as:
    - Electrical Safety, Ergonomics, etc.
- Minimum Requirements:
  - All employees have 10 mandatory courses/modules
  - Warehouse workers require an additional 8 modules
  - **ANY** hazards within an employee's work area (i.e. JHAs)
- Monthly Safety Assessments
  - Target special interest safety concerns such as overexertion (sprain/strain) injuries, Material Handling, Slips/Trips/Falls, etc.



# Safety Culture/Focus

## What drives a good safety culture?

- **Leadership** setting the example
- **Leadership** involvement
- **Leadership** providing the right tools to the employees to do the job right
- **Leadership** taking action and following up...do what you say you are going to do
- **Leadership** encouraging employee involvement
- **Leadership** keeping Safety at the forefront and **not sacrificing safety for speed**
- **Leadership** ensuring employees are trained and hazards are being aggressively mitigated

**Notice any common theme here?**



# Safety Culture/Focus (cont'd)

- Changing employee behavior starts with you and your personal involvement...every day!
- Need to eliminate behavioral “pitfalls”
  - “We’ve always done it this way” or “I’ve been doing it like this for 10 years and have yet to get hurt” or “I’ll get twice as much done if I do it this way”
- What can you do?
  - Positively reinforce when you see safe practices
  - Avoid acts of omission...address unsafe behaviors  
**ON THE SPOT!**





# Accountability

- Management is accountable for maintaining an effective OSH safety program
- All employees and management are accountable for safety in operations
- Everyone must follow the same rules
- Individuals at all levels should look out for coworkers at all levels
- Talk the talk, then walk the walk
- It is ultimately management's responsibility to provide a safe workplace



# DDSP Discussion

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- Open discussion of DDSP specific issues or concerns

# DEFENSE LOGISTICS AGENCY

AMERICA'S COMBAT LOGISTICS SUPPORT AGENCY

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**Questions?**

## Position Description

Job Title: Distribution Facilities Specialist PD #: H1U3360 Pay Plan: GS Series: 2030 Grade: 09

### Job Summary:

### Major Duties:

Serves as a Distribution Facilities Specialist with responsibility for analytical work concerned with receiving, handling, storage, issuing, or physically controlling items in storage; the selection of appropriate storage sites/facilities, materials handling equipment, and shipping and packing procedures. Analyzes planning and workload data, recommends priorities and distribution of resources including labor and equipment for assigned organizational areas. Identifies and resolves operating problems. Determines the efficiency of receiving, storage, shipping and packing procedures. Evaluates the impact on changed methods and procedures on designated operational areas. Performs one or more of the following duties: Independently organizes, develops, plans, and conducts a variety of studies and projects related to problems or areas of concern in assigned operations areas to include bin and bulk storage space (e.g. warehouse, shed and open), shipping and packing procedures and receiving and shipping functions. Considerations are given to fast turnover or "high popularity" items requiring special storage and handling; changes and improvements in type of bins, aisles, or safety requirements; marking requirements, and estimated costs to implement changes (time, man-hours, materials, benefit, precedent, etc.). Supplies stored include items having complicated characteristics which may be subject to spontaneous combustion, rapid corrosion, and rigid time limitations on periods of usefulness. Items may expand or contract under certain climatic conditions, and other items such as drugs, medicines, and narcotics require stringent security precautions. Studies often must be complete within short timeframes. 50% Performs workload analysis; works directly with depot and management personnel in the development of plans concerning workload processing. Analyzes daily workload data and determines capabilities of labor and equipment resources. Accumulates data from various source documents and direct contact with operating personnel. Studies workload fluctuations to determine the impact on resources. Makes analyses of workload requirements in relation to workload declines and peaks. Analyses are turnover of items, secure material items, items requiring the use of special materials handling equipment, mission changes, etc. Analyzes workload reports to assure labor and equipment are being effectively utilized and to identify bottlenecks. Recommends the reassignment of under utilized labor and equipment to relieve bottlenecks. Reviews workload performance reports and data to determine effectiveness of planning and forecasting goals. 25% Evaluates and monitors implementation of policy, systems, and procedural changes for organizational areas assigned. Studies, analyzes, and recommends methods and procedures to implement policies. Coordinates implementation with operating personnel. Studies automated systems procedures, determines management effectiveness, and makes recommendations as required. Works with specialists in various functional areas of the depot and with management personnel in connection with studies and revision to automated systems. Analyzes drafts to proposed publications to assure adequacy and effectiveness of methods and

procedures. Researches items that are improperly stored or causes delay in shipment due to their characteristics, (i.e., hazardous items; security items, etc). Participates in problem-solving meetings and conferences. 25%

Performs other duties as assigned

#### Factor 1 - Knowledge Required By The Position FL 1: 6 PTS: 950

Knowledge of the mission, organization, and work processes of supply programs throughout assigned organizational areas and their relationships to each other. This knowledge is used to conduct projects and studies and to perform workload analysis. Practical knowledge of the principles, practices, and techniques of managing the physical receipt, custody, care, and distribution of material, sufficient to conduct studies of a procedural nature concerning receiving, storing, packing and shipping procedures at a depot. Knowledge of automated systems sufficient to carry out studies for development of a portion of a local system, and for accessing or interfacing a portion of the standard system. Practical knowledge of DOD and DLA regulations, policies and procedures pertaining to distribution facilities automated systems, and maintenance of automated systems. Develops guidance, regulations, and directives in support of automation requirements and automated system training. Ability to communicate effectively, orally and in writing, to conduct and prepare studies, projects, workload analysis, and recommendations.

#### Factor 2 - Supervisory Controls FL 2: 3 PTS: 275

The supervisor defines the employee's scope of responsibility and the objectives, priorities, and deadlines. Incumbent receives assistance in situations where there are no clear precedents; but is responsible for planning and carrying out assignments and resolving problems in accordance with agency and local established practices. Completed work is reviewed for technical soundness and appropriateness to the assignment.

#### Factor 3 - Guidelines FL 3: 3 PTS: 275

Guidelines include DOD, DLA and local regulations, manuals, handbooks, policies, and directives. The guidelines are not always applicable or there may be gaps in specificity. The incumbent must use judgment in choosing, interpreting, or adapting available guidelines to specific issues, subjects, and studies.



Factor 4 - Complexity FL 4: 3 PTS: 150

Studies involve examining depot operations requiring the application of different and unrelated methods, practices, techniques or criteria. Incumbent compiles, analyzes, and summarizes information related to the organizational areas assigned; develops plans and costs for resolving problems and implementing each option or recommended course of action. Recommendations are based on factual information.

Factor 5 - Scope And Effect FL 5: 3 PTS: 150

The work involves a variety of conventional supply problems. The recommendations and conclusions provided by the incumbent contribute to the effectiveness of the distribution capabilities throughout the depot.

Factor 6 - Personal Contacts FL 6: 2 PTS: 25

Contacts are with employees, supervisors, and managers at the depot, host activity personnel, and analysis at higher DLA organizational levels outside the depot.

Factor 7 - Purpose Of Contacts FL 7: 2 PTS: 50

The purpose of contacts is to plan, coordinate, or advise on work efforts, and/or to resolve operating problems by clarifying discrepancies in information, seeking cooperation from others while working towards a mutual goal.

Factor 8 - Physical Demands FL 8: 1 PTS: 5

The work is primarily sedentary; however, assignments may involve long periods of standing, bending, and stooping to observe and study work operations in an industrial, storage, or comparable work area.

Factor 9 - Work Environment FL 9: 1 PTS: 5

The work is typically performed in an adequately lighted and climate controlled office; however, assignments may require visits to storage or other industrial areas and involve moderate risks or climatic discomforts. Observance of safety precautions is required. In some situations, protective clothing and gear may be necessary.

Total Points: 1885

GS: 09

Remarks:

Additional Text:

Overtime may be required.

CW4 Johnson,

Below are my recommendations on how to incrementally improve operations in DK. Ultimately, I believe we need to "Begin with the End in Mind" and pick these picks by Pack type, and get some quick wins in our current process flow to remove variation, eliminate excessive handling and transportation waste, and improve consistent flow.

This should be a good start/ food for thought on how we can start improving DK operations, which is critical given that we're seeing double or more work than we're staffed to, and we cannot keep up unless we get significantly improved performance/ processes in these areas.

Thanks,  
Shane

#### Process Changes:

##### 1. Group Product and assign locations by anticipated Pack mode in DK

- DK04 used for Bulky/ Non-Towline compatible material (Exceeds certain size and weight dimensions), DK01 for Towline material, and DK02 for Toteable material that we receive in Bulk and can't assign a location in DP for. DK02, to my understanding, is used to Replen DP anyway, so it would benefit us to improve efficiencies processing these items in DK vs. having to generate additional touches through REW to DP, when we could be just as efficient processing them in DK with some relatively easy process changes.

##### 2. Drop MROs by Pack Type in DK

- Currently, all work is dropped by location, which means a picker can drive to location, Pick and "L" pack, then go pick a "C" or "D", then have to go pick a pallet pick, etc. Because many of the Picks in DK are of larger size/ quantity, Pick Density is not a driver in positive performance (Employees rarely can pick more than a couple tickets in a row before having to return to pack them out. Also, because DK tickets have several different destinations/ modes out to PAC-OUT, each picker has excessive transportation waste in delivering the processed MRO to the right spot. We can drastically decrease this waste for all pickers, and remove variation in the process by creating flow by pack type.

- Conveyable C/D can be picked and packed together and sent to PACOUT (vast majority)
- AWOS material and be picked and packed together and sent to AWOS
- Towline packable material
- MROs that are too large to fit on the Towline and need transported via stringer

##### 3. Add an additional Pallet Wrapper and "Bulky" processing station in DK04

- PAC-OUT has a wrapper they have offered up to borrow. Initially looked at where we could utilize this in our current work areas, but looks like it won't help long term at this point without also getting a workstation (mobile perhaps), and scale, and then processing this work at the closest point to PAC-OUT final destination possible. We have Bulky product that cannot ride the Towline, the majority of which is concentrated in

##### 4. Add a dedicated "Toteable" Pack station in DK02 near the Tote injection line

- Using the existing work stations in DK02 near the tote injection line, Pick sorted tickets of conveyable material and deliver to a modified Pack Station vicinity the current DK02 Temp Area. Put a static

conveyor in place that ties into the Pack Station, for Pickers to drop Toteable orders at. Packer processes these toteable orders, and injections into the system via the ECS station located there. This eliminates nearly all pickers from having to dismount MHE to do this process, and streamlines Picking for the "Toteable" DK picker - can utilize Pick Density and pick many orders, contain them, and deliver to this processing station.

5. Work to decrease (can we completely eliminate?) the Temp Locations in Bulk

- With the Planograph initiative on the horizon, this might be more feasible than previously thought. The amount of Temp Locations in DK is unmanageable, and we do not want to create a dedicated position on each shift (3 FTEs) to have to manage something that perhaps shouldn't have to be done at all. Currently, we have to assign employees to research and drive material to actual locations, and the current locations (with the exception of the DK01 Front positions along the guard rail) are not marked, not easily found, and leaves the potential for Denials as there is no "rhyme or reason" as to how to find them, how they're named, or how they're marked. Also, the team would like Rabbit to stop assigning so many new items to DK02 Temp, which forces DPWs in Storage to then do the research to find an appropriate permanent location. Employees whom shoulder this burden are very frustrated with the large discrepancy between quality of support/ assigned locations from Scott Harpe (which is excellent), and the seemingly lack of same commitment from Rabbit in exercising diligence to find a location vs. "dumping items into Temps" as multiple employees have stated. Maybe this is happening for valid reasons, but there are concerns it is simply out of ease for Rabbit that it is being done.

6. Do a Cross-dock/ "Receive to Pack" process in Mission Receiving for fast moving Bulk Freight.

- Establish a process where fast moving product with pending orders is received and then immediately Packed out and sent to PAC-OUT, without transporting to Storage/ stowing it. Brad Yiengst and I were talking yesterday and he mentioned that operation has been tried before, and I'm used to doing this operation at Amazon with some good success. Removing the Pick and Stow out of the entire process would certainly generate some big savings in labor, we'd just need to create some standards (i.e. process with 24 hrs), and structure with manning support from Storage and/or PACOUT to process. Ideally this would be located on the Dock at a Spur, so product can be packed and immediately placed on a cart vs. having to transport to another area to inject into the Towline.

7. Install hanging Location Markers for DK locations

- The current placards are a beast to maintain, as they get lost, misplaced, etc and when they are not present require employees to manually enter locations by hand. Similar to the overhead hanging signs for PAC-OUT lanes (although we can do much smaller and cheaper), hang location markers/ barcodes from ceiling and permanently establish these locations which have been temporarily utilized and not improved for too long. This will allow much easier identification of location for Pickers, reduce Pick cycle time, and eliminate process misses when physically stowing to wrong location due to poor marking.

8. LONG TERM - Pallet Conveyance Pack Station Set Up reviewed with St. Onge

- A couple weeks ago at the meeting at St. Onge, I requested they help develop an improved flow of work in DK, and some type of conveyance system to help queue work, ensure FIFO, and eliminate the numerous non-value added touches of our current processes. The flow suggested included allowing pickers to drop their work and immediately go pick their next order, while allowing dedicated Pack employees to then process the work, including weight scaling and wrapping, without having to utilize

MHE/ bottlenecking flow. This also included moving processing stations to vicinity SPUR 11, so that once a pallet is wrapped and ready for shipment, it can be moved to the Towline Cart immediately without requiring another additional MHE touch. Moving employees onto, then off of, MHE numerous times each order processed is a very wasteful process with excessive changeovers.

Equipment needed:

1. 17 Water Tapers to replace current process of taping the box with 2 different types of tape
  - Eliminates strain on wrists from current poor tape dispensers, and simplifies the process down to dispensing the appropriate length with the push of a button. I haven't investigated material costs, but would imagine it would be on par with the two different types we're currently using, and is a huge productivity savings that we can validate through testing if we can get one in. Estimating a 75% decrease in the amount of time it currently takes to tape a box.
2. Combination Scale/ Wrappers
  - Currently on the list of equipment to acquire. Allows us to remove 1 extra touch and excessive transportation waste, moving pallets from scale to wrapper for each pallet packed out in DK.
3. Associated conveyance to support Long Term solution (#8)
4. Associate equipment as noted above

# BENEFITS CENTER OF EXCELLENCE



## CONTACT INFORMATION

**Benefits Changes:** <https://www.ebis.hr.dla.mil/>

**Retirement Estimates:** <https://resources.hr.dla.mil/Programs/RERS>

**General Benefits Information:** <https://www.opm.gov/>

**E-mail:** [DLA.Benefits.COE@dlamail.mil](mailto:DLA.Benefits.COE@dlamail.mil)

**Phone:** Toll Free 877-692-0276



# DLA Distribution Warehousing IUID Guidance September 2016

## What is IUID?

**What is IUID?**

Item Unique Identification (IUID) is a permanent, machine-readable marking system that establishes a unique item identifier for all managed items.

**How does it affect me?**

During Receipt, PPP&M, Pick, Pack and Shipment processing, DSS will prompt you to enter the IUID.

**What do IUID's look like and where do I find them?**

IUID's are located on item packaging and documentation. PDF 417 marks can contain one or multiple IUID's.

Bare items have data matrix markings typically etched onto a data plate affixed to the item or onto the item itself.

Property of US Government  
M1A2 ABRAMS ARMORED TANK  
CAGE: 38854  
PIN: 91ND00VX111  
SIN: 156458DA021JXX03

## When will the IUID take effect?

September 26, 2016, programming to DSS will be in place for IUID to be utilized.

- Items >= \$5,000
- Serially managed
- Mission essential
- Controlled inventory
- Consumable
- Permanent identification necessary
- Subassemblies, components, and parts embedded within items as specified in an Exhibit or CDRL

**What Functions Within DSS will be Impacted?** Within the realm of warehousing, Pick and Pack functions of DSS will be impacted

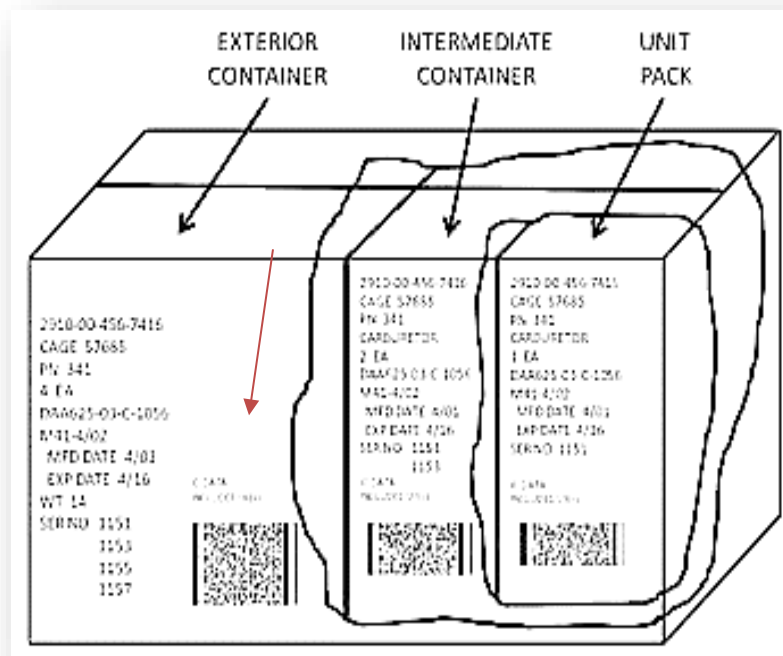
## Where Can the 2D Barcodes Be Found on Material?

The barcodes can generally be found on documentation, containers, or directly on bare items.

1348 Document:

[illegible]

Containers:



Bare Item:



**What Equipment Will Be Utilized by DLA?** Select work stations will be fitted with IUID equipment such as:

Handheld Scanner/Barcode Readers: SR61T's, SR61THP, DS3508, and DS3578.



Document Printer: Kyocera FS4200



Label Printer: Intermec PD42



# DLA Distribution Warehousing Pack

## SOP Addendum September 2016

### Single Line Pack:

Scan PCN and Exterior CCN. Press ENTER.

BN2K	SITE: HES2	DISTRIBUTION STANDARD SYSTEM	WK: S2	PAGE 001
11:30:29		SINGLE LINE PACK		24AUG2016

---

PCN/CCN ==>>>> 51dlhqs

EXTERIOR CCN ==>>>> acf309h

PRFID ==>>>>

CONTAINER CUBE ==>>>>

TYPE PACK ==>>>>

PIECES ON PALLET =>

TY PACK ON PIECE =>

PACK ACTION CODE => (ENTER "C" TO CLOSE CONTINUOUS PACK)

---F1=MENU---F2=NEXT TRANS---F3=EXIT DSS---F5=BOOKMARK---F11=OFFER---F12=SP OFFER---

BOOKMARK IN PROGRESS NEXT TRANS==>

MA+ >> 09/040

On the BN5L1 Identified UID- Enter UID To Be Added screen, Scan the 2D barcode and input “Y” into the complete field. Press enter.

```
BN5L1      SITE: HES2   DISTRIBUTION STANDARD SYSTEM      WK: S2      PAGE 001
11:29:34   IDENTIFIED UID - ENTER UID TO BE ADDED      24AUG2016
```

---

```
PICK CONTROL NUMBER ==> 51DLHQS
AOD ORDER NUMBER ==> FB18226236BB12 X00
```

```
A  ~~~S2~4S4PBBY~1680013057389~20160420~W25G1U611100L
```

Y

```
COMPLETE? ==> N
--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK-F6=2D ENTRY--F7/8=PAGE B/F--
THIS IS THE ONLY SCREEN
TRANS CONTINUES      BOOKMARK IN PROGRESS      NEXT TRANS==>
                                                                09/009
```

DSS will display the BN5N IRRD Continuation Sheet Confirm screen. Press enter.



BN5N

SITE: HES2

DISTRIBUTION STANDARD SYSTEM

WK: S2

PAGE 001

11:30:58

IRRD CONTINUATION SHEET CONFIRM

24AUG2016

\*\*\*\*\*  
\*  
\* IRRD CONTINUATION SHEET PRINTED \*  
\* PLEASE ATTACH TO MATERIAL \*  
\*  
\*\*\*\*\*

-----ENTER=RETURN-----

CONTINUATION SHEET PRINTED AT -RJ69953

TRANS CONTINUES

BOOKMARK IN PROGRESS NEXT TRANS==>

MA

24/076

Retrieve the Continuation Sheet(s) and attach it to the material.

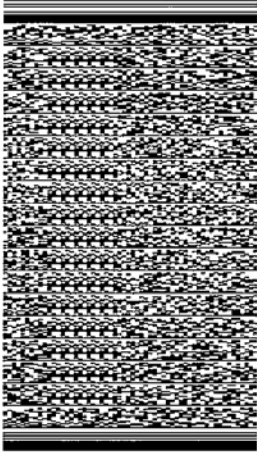
DOCUMENT NO. &amp; SUFFIX: FB18226236BB12

PCN: 51DLHQS

QUANTITY &amp; U/I: 1EA

ID DATA INCLUDES UIs (IF APPLICABLE)

Scan/rescan the Macro PDF-417 symbols in any order to decode message



SERIAL NUMBERS

WAREHOUSE/SHIPPING INSTRUCTIONS:

OTHER INSTRUCTIONS:

**Consolidations Split into Multiple Shipment Units:**

File Edit Connection Setup Macro View Help

---

B2BG	SITE: HES2	DISTRIBUTION STANDARD SYSTEM	WK: S2	PAGE 001
08:41:47		CONSOLIDATIONS SPLIT INTO MULTIPLE SHIPMENT UNITS		29AUG2016

---

PCN'S TO BE SHIPPED

MRO TOTAL QTY ==> 0000009

ZOVXODJ 28DH2RJ THWMXLW

---

CCN	QTY	CCN	QTY	CCN	QTY	CCN	QTY	CCN	QTY
B2BG001	3	B2BG002	1	B2BG003	3	B2BG004	2		

---

F1=MENU F2=NEXT TRANS F3=EXIT DSS F5=BOOKMARK

NEXT TRANS==>

13/059

MA + » IBM3270 2E Connected Bou... 3.1 RSA with triple DES/3.1 RSA with 128-bit AES tn3270e://miapproy.csd.doe.mil:912 LUAM0394



B2BG

SITE: HES2

DISTRIBUTION STANDARD SYSTEM

WK: S2

PAGE 001

08:41:47

CONSOLIDATIONS SPLIT INTO MULTIPLE SHIPMENT UNITS

29AUG2016

PCN'S TO BE SHIPPED

MRO TOTAL QTY ==> 0000009

ZOVXODJ

28DH2RJ

THWMXLW

CCN	QTY	CCN	QTY	CCN	QTY	CCN	QTY	CCN	QTY
B2BG001	3	B2BG002	1	B2BG003	3	B2BG004	2		

F1=MENU

F2=NEXT TRANS

F3=EXIT DSS

F5=BOOKMARK

NEXT TRANS==>

MA + » 13/059

IBM3270 2E Connected Bra... 3.1 RSA with triple DES/3.1 RSA with 128-bit AES lnj27oe://mapprony.cad.drae.mil-992 VJAKKZP94

OSD DSS 4104 CAC/PKI OPERATIONS SUPPORT (TV2) - 1  
File Edit Connection Setup Macro View Help

B2BG1 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
08:43:06 CONSOLIDATIONS SPLIT INTO MULTIPLE SHIPMENT UNITS 29AUG2016

---

TCN CONFIGURATION

---

CCN	PCN	AOD ORDER NUMBER	QTY	
B2BG001	RVXJFL7	FB18226242BB02 A00	00003	SERIAL NBRS DELETED
B2BG002	2JJY9SW	FB18226242BB02 B00	00001	SERIAL NBRS DELETED
B2BG003	T7TYH54	FB18226242BB02 C00	00001	SERIAL NBRS DELETED
B2BG003	THWMXLW	FB18226242BB04 X00	00002	SERIAL NBRS DELETED
B2BG004	28DH2RJ	FB18226242BB03 X00	00002	SERIAL NBRS DELETED

SERIAL NUMBER MANDATORY-F1 TO RECORD

--F1--MENU---F2--NEXT TRANS---F3--EXIT DSS---F4--BOOKMARK---F5/6 PAGE D/T---

THIS IS THE ONLY SCREEN : IRRD

TRANS CONTINUES NEXT TRANS==> ☐

MA + 24/78

24/78 31m3270 2F Connected Bou... 3.1 RSA with triple DES/3.1 RSA with 128-bit AES 103270e:/mmaprtr.cnd.dss.mt-992 VUA40294



DSS will display the BN4R (UID/SERIAL NUMBER FROM 2D SCAN INPUT) screen. Scan in the UID's to be added. (Press F6 to add more UID on the BN4R screen)

OGD DSS MUA CAC/PIK OPERATIONS SUPPORT (V27) - 1  
File Edit Connection Setup Macro View Help

BN5M1 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
08:44:11 ENTER UID TO BE ADDED 29AUG2016

CARTON CONTROL NUMBER => B2BG001  
INTERIOR CONTROL NBR ==>  
PICK CONTROL NUMBER ==> RVXJFL7 AOD ORDER NUMBER ==> FB18226242BB02 A00

UID'S  
14S4PBBY168001305738920160420W25G1U6112

F9=NEXT PICK IN CHAIN  
F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--F6=2D ENTRY--F7/8=PAGE B/F--  
THIS IS THE ONLY SCREEN

TRANS CONTINUES NEXT TRANS==> 10/008

MA +

IBM3270 2E Connected Bou... 3.1 RSA with Triple DES/3.1 RSA with 128-bit AES in3270e://mapproxy.cad.dina.mil:992 VJAA0394

In this example 2 more UID's added.

OGD DSS MUA CAC/PIK OPERATIONS SUPPORT (V27) - 1  
File Edit Connection Setup Macro View Help

BN5M2 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
08:47:14 IRRD CONTINUATION SHEET CONFIRM 29AUG2016

\*\*\*\*\*  
\* IRRD CONTINUATION SHEET PRINTED \*  
\* PLEASE ATTACH TO MATERIAL \*  
\*\*\*\*\*

-----ENTER=RETURN-----  
UPDATED

TRANS CONTINUES

2 ADDS REMAIN  
NEXT TRANS==> 24/076

MA +

IBM3270 2E Connected Bou... 3.1 RSA with Triple DES/3.1 RSA with 128-bit AES in3270e://mapproxy.cad.dina.mil:992 VJAA0394



QGD DSS MUA CAC/PKI OPERATIONS SUPPORT (V2) - 1  
File Edit Connection Setup Macro View Help

BN5L1 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
09:03:35 IDENTIFIED UID - ENTER UID TO BE ADDED 29AUG2016

-----

PICK CONTROL NUMBER ==> RVXJFL7  
AOD ORDER NUMBER ==> FB18226242BB02 A00

D = DELETE  
| 4S4PBBY168001305738920160420W25G1U6112  
| ABCDEFGHIJKLMNOPQRSTUVWXYZ4567890  
A ~~~S2~4S4PBBY~1680013057389~20160420~W25G1U611100L

COMPLETE? ==> Y

--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F4=BOOKMARK-F5=2D ENTRY--F7/S-PAGE B/F--  
THIS IS THE ONLY SCREEN

TRANS CONTINUES

MA+ NEXT TRANS==> 24/078

In this example 4 IRRD continuation pages printed at designated print area. Retrieve the Continuation Sheet(s) and attach it to the material.

29 Additional Data	CONTINUATION PAGE	PAGE ONE OF ONE	29 Additional Data	CONTINUATION PAGE	PAGE ONE OF ONE	29 Additional Data	CONTINUATION PAGE	PAGE ONE OF ONE	29 Additional Data	CONTINUATION PAGE	PAGE ONE OF ONE
DOCUMENT NO. & SUFFIX: PK3830248832	PK3: RUCPL7	QUANTITY & U/I: 3EA	DOCUMENT NO. & SUFFIX: PK3830248832	PK3: RUCPL7	QUANTITY & U/I: 3EA	DOCUMENT NO. & SUFFIX: PK3830248832	PK3: RUCPL7	QUANTITY & U/I: 3EA	DOCUMENT NO. & SUFFIX: PK3830248832	PK3: RUCPL7	QUANTITY & U/I: 3EA
<div> <div> </div> <div>           SERIAL NUMBERS - BATCH/LOT NUMBERS         </div> </div>			<div> <div> </div> <div>           SERIAL NUMBERS - BATCH/LOT NUMBERS         </div> </div>			<div> <div> </div> <div>           SERIAL NUMBERS - BATCH/LOT NUMBERS         </div> </div>			<div> <div> </div> <div>           SERIAL NUMBERS - BATCH/LOT NUMBERS         </div> </div>		
WAREHOUSE SHIPPING INSTRUCTIONS:			WAREHOUSE SHIPPING INSTRUCTIONS:			WAREHOUSE SHIPPING INSTRUCTIONS:			WAREHOUSE SHIPPING INSTRUCTIONS:		
OTHER INSTRUCTIONS:			OTHER INSTRUCTIONS:			OTHER INSTRUCTIONS:			OTHER INSTRUCTIONS:		



## RF Continuous Pack:

Scan PCN and Exterior CCN. Press ENTER. (The “PACK ACTN” (pack action) field defaults to “S” (stop pack))

RFKB      PACKING

CON NO: D1873Q9

CCN: PRPACK1

PACK ACTN: S

DEST: \_\_\_\_\_

CONV ID: \_\_\_\_\_

TRANS CONTINUES

On the RF5L screen Enter Single UID, Press Enter. Enter “N” in the “Done?” field.

RF5L ENTER UID

COMPLTD: 000 OF 001

PCN: D1873Q9

ENTER SINGLE UID:

>|06 3V12345678 1TSDPCHK3567 SDDHKKUYE5456|^

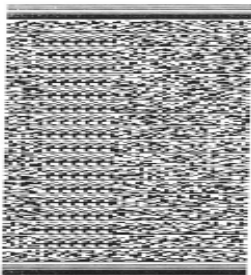
DONE? N

TRANS CONTINUES

The IRRD Continuation Sheet printed at designated printer. Press enter.

```
RF5L1 IRRD CONT
*****
* IRRD CONT SHEET *
* PRINTED. ATTACH *
* TO MATERIAL.    *
* PRESS <ENTER>   *
*****
TRANS CONTINUES
```

Retrieve the Continuation Sheet(s) and attach it to the material.

27. Additional Data		CONTINUATION PAGE		PAGE 0002 OF 0001	
DOCUMENT NO. & SUFFIX: FB20676243BB01		PCN: D1873Q9		QUANTITY & U/I: 1EA	
<div>ID DATA INCLUDES U/I (IF APPLICABLE) Scan the Matrix PDI-417 symbols in any order to decode message</div> 		SERIAL NUMBERS - BATCH/LOT NUMBER			
WAREHOUSE/SHIPPING INSTRUCTIONS:					
OTHER INSTRUCTIONS:					



Continue to input PCNs/CCNs in the “CON NO” field and scan the EXTERNAL CCN (each time) until all inputs are complete. Enter “C” in the “Pack ACTN:” field.

**RFKB      PACKING**

CON NO: 0P8SVVV

CCN: PRPACK1

PACK ACTN: C

DEST: \_\_\_\_\_

CONV ID: \_\_\_\_\_

**TRANS CONTINUES**

DSS will display the RFKB (PACKING) screen with the message “C (userid#) MDE: SDTK SURC.”

**RFKB      PACKING**

CON NO: \_\_\_\_\_

CCN: \_\_\_\_\_

PACK ACTN: S

DEST: \_\_\_\_\_

CONV ID: \_\_\_\_\_

**CYSP8927 MDE: SDTK**

## Build Pack Chain:

Scan in the PCN. Go to the “PACK ACT CD” field and input “C” if no other PCN’s are to be scanned.

```

BN1A      SITE: HES2      DISTRIBUTION STANDARD SYSTEM      WK: S2      PAGE 001
13:37:18      BUILD PACK CHAIN      23AUG2016
-----
EXTERIOR CCN -----> ACF3089
PCN/CCN => 7GJYZHR
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 
PCN/CCN => 

PACK ACT CD (S=STOP C=CLOSE) => C CNTNR CUBE (RQD FOR APAR/SPAR) =>
TYPE PACK => PIECES ON PACKAGE => TYPE PACK ON PIECE =>
MULTI S/U IN CONTAINER => REPLAN ROUTING => TOTE ID =>

---F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--F11=OFFER--F12=SP OFFER---
HI-LIGHTED FIELDS IN ERROR      PACK ACTION CODE REQUIRED
TRANS CONTINUES      BOOKMARK IN PROGRESS NEXT TRANS=>
MA+ > 18/035

```

Scan in the UID 2D barcode. If additional UID are required, press F6 to add. Add a “Y” into the Complete field to end process.

BN5L1 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
13:38:16 IDENTIFIED UID - ENTER UID TO BE ADDED 23AUG2016

PICK CONTROL NUMBER ==> 7GJYZHR  
AOD ORDER NUMBER ==> FB18226235BB09 X00

A (FORMAT0622S) (ABCDEFGHIJEKJDSOZW456785)

COMPLETE? ==> Y

--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK--F6=2D ENTRY--F7/8=PAGE B/F--  
THIS IS THE ONLY SCREEN  
TRANS CONTINUES  
NEXT TRANS==>

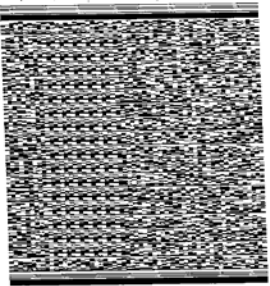
09/009

IRRD Continuation Sheet Confirm.

BN5L2 13:38:47	SITE: HES2	DISTRIBUTION STANDARD SYSTEM IRRD CONTINUATION SHEET CONFIRM	WK: S2	PAGE 001 23AUG2016
***** * * IRRD CONTINUATION SHEET PRINTED * * PLEASE ATTACH TO MATERIAL * * *****				
-----ENTER=RETURN-----				
TRANS CONTINUES		BOOKMARK IN PROGRESS NEXT TRANS==> 35		
MA+ >		24/076		

Retrieve the Continuation Sheet(s) and attach it to the material.

Step #2

27. Additional Data		CONTINUATION PAGE		PAGE 0002 OF 0002	
DOCUMENT NO. & SUFFIX: FB182262358B09		PCN: 7GJYZHR		QUANTITY & U/I: 1EA	
<div style="display: flex; align-items: center;"><div style="writing-mode: vertical-rl; transform: rotate(180deg); font-size: small; margin-right: 5px;">ID DATA INCLUDES U/I: (IF APPLICABLE) Scan/attach the Micro PDF-417 symbols in any order to decode message</div></div>		SERIAL NUMBERS			
WAREHOUSE/SHIPPING INSTRUCTIONS:					
OTHER INSTRUCTIONS:					



# DLA Distribution Warehousing Pick SOP Addendum September 2016

## Fixed Terminal Pick:

On the Pick Results Screen, scan/input Pick Control Number (PCN), Pick Completion Code, and NSN. Press Enter.

```
Q24J      SITE: HES2      DISTRIBUTION STANDARD SYSTEM      WK: S2      PAGE 001
10:55:35      PICK RESULTS SCREEN      26AUG2016

PICK CONTROL NUMBER =====> JRKXXSW
PICK COMPLETION CODE =====> G
NSN =====> 5310013161466
CARTON CONTROL NUMBER =====>
ACTUAL QUANTITY PICKED =====>
EXCEPTION CODE =====>
CONDITION CODE (WRONG COND CODE ONLY) =====>
QUANTITY FOUND =====>
UI:

F1=MENU  F2=NEXT TRANS  F3=EXIT DSS  F5=BOOKMARK  F6=2D BARCODE

NEXT TRANS=>
MA + 07/064
```

On the BN4R UID Serial Number From 2D Scan Input screen, scan the 2D barcode.

BN4R SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE: 001  
10:56:14 UID/SERIAL NUMBER FROM 2D SCAN INPUT 26AUG2016

PCN ==> JRKXXSW ADD ORDER NUMBER ==> W25G1Q6239JE03 X00

SCAN IN UID DATA MATRIX:  
->> JDD DUN123456789 LTNVHRTTRXV4 SEQFFGHGJYKUIKUKL JASON01 | ^1

TRANS CONTINUES THIS IS THE ONLY SCREEN  
NEXT TRANS==>

MA + 07/059

Press F6 to add additional UID scans.

BN5L1 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE: 001  
12:35:47 IDENTIFIED UID - ENTER UID TO BE ADDED 26AUG2016

PICK CONTROL NUMBER ==> JRKXXSW  
ADD ORDER NUMBER ==> W25G1Q6239JE03 X00

D := DELETE  
UN123456789VHRTTRXVAFFGHGJYKUIKUKL JASON01 |  
A  
A

COMPLETE? ==> Y  
F1=MENU F2=NEXT TRANS F3=EXIT DSS F5=BOOKMARK F6=2D ENTRY F7/8=PAGE B/F  
TRANS CONTINUES THIS IS THE ONLY SCREEN  
NEXT TRANS==>

MA + 24/078



Scan additional 2D barcode, if there are no other UID 2D barcodes to be scanned, press Enter to complete scan(s).

BN4R SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
12:35:00 UID/SERIAL NUMBER FROM 2D SCAN INPUT 26AUG2016

PCN ==> JRKXXSW AOD ORDER NUMBER ==> W25G1Q6239JE03 X00

SCAN IN UID DATA MATRIX:  
->|DD'DUN123456789'LTHVHRTTRXV4'SEQFFGHGJYKUIKUKLJASON02|^1

TRANS. CONTINUES

MA 07/059

Input "A" in the UID to be added. Input "Y" into the Complete field, press enter.

BN5L1 SITE: HES2 DISTRIBUTION STANDARD SYSTEM WK: S2 PAGE 001  
12:35:47 IDENTIFIED UID - ENTER UID TO BE ADDED 26AUG2016

PICK CONTROL NUMBER ==> JRKXXSW  
AOD ORDER NUMBER ==> W25G1Q6239JE03 X00

D = DELETE  
UN123456789VHRTTRXV4FFGHGJYKUIKUKLJASON01|  
A UN123456789VHRTTRXV4FFGHGJYKUIKUKLJASON02|  
A

COMPLETE? ==> Y

F1=MENU F2=NEXT TRANS F3=EXIT DSS F5=BOOKMARK F6=2D ENTRY F7/8=PAGE B/F  
THIS IS THE ONLY SCREEN

TRANS. CONTINUES

MA 24/078

```

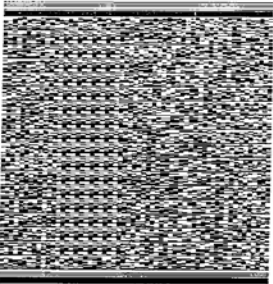
*****
*
*   IRRD CONTINUATION SHEET PRINTED
*   PLEASE ATTACH TO MATERIAL
*
*****

-----ENTER=RETURN-----

TRANS CONTINUES

MA  NEXT TRANS==> 50
24/076

```

27. Additional Data		CONTINUATION PAGE		PAGE 0002 OF 0001	
DOCUMENT NO. & SUFFIX:		W25G1Q6239JE03	PCN: JRKXXSW	QUANTITY & U/I:	3EA
ID DATA INCLUDES ULS (IF APPLICABLE) Serial/Insert the Macro PDF417 symbols in any order to decode message 		SERIAL NUMBERS - BATCH/LOT NUMBER			
WAREHOUSE/SHIPPING INSTRUCTIONS:					
OTHER INSTRUCTIONS:					



## RF Pick:

On the RFPQ Paper Pick Screen, scan/input the PCN, Location, and NSN, press enter

The screenshot shows the 'RFPQ PAPER PICK' screen. A red box highlights the input fields: PCN: 9R0DD05, L: DB01A1A71, N: 5310013161466, and CCN: E. N. Below the input fields, the text 'TRANS CONTINUES' is visible. The bottom status bar shows 'MA' and '04/018'.

```
RFPQ PAPER PICK
PCN: 9R0DD05 UT:
L: DB01A1A71
N: 5310013161466
CCN: E. N

TRANS CONTINUES
```

MA 04/018

Scan the UID 2D barcode. Input "N" into the "DONE?" field, if additional UID scans are required?

The screenshot shows the 'RF5L ENTER UID' screen. A red box highlights the input fields: PCN: 9R0DD05, ENTER SINGLE UID: DD EUC1234567 LTNCF64RT4BN66 SEQFFGH6 JYKUIKUKLJASON01, and DONE? N. Below the input fields, the text 'TRANS CONTINUES' is visible. The bottom status bar shows 'MA' and '05/059'.

```
RF5L ENTER UID
COMPLTD: 000 OF 003
PCN: 9R0DD05
ENTER SINGLE UID:
~> DD EUC1234567 LTNCF64RT4BN66 SEQFFGH6 JYKUIKUKLJASON01
DONE? N

TRANS CONTINUES
```

MA 05/059



```

C:\OGG DAS CONTROL\OGG-8177\OGG-8177\7777
The ECL Selection Setup Menu Now Help
[Icons]
RF5L ENTER UID
COMPUTD: 001 OF 003
PCN: 9R0DD05
ENTER SINGLE UID:
~> |DD'EUC1234567'LINCFCG4RT4BN66'SEQFFGHGJYKUIKUKL JASON02|^
DONE? N
TRANS CONTINUES

```

000 DAS OPERATIONS DEPARTMENT 1/7/77  
File Edit Connection Setup Macro View Help

RF5L ENTER UID  
COMPLTD: 002 OF 003  
PCN: 9RQDD05  
ENTER SINGLE UID:

DONE? Y

TRANS CONTINUES

MA + 01/019

Update Complete.

The screenshot shows a software window with a menu bar (File, Edit, Contract, Setup, Macro, View, Help) and a toolbar. The main area contains the following text:

REPQ PAPER PICK  
PCN: \_\_\_\_\_ UI: \_\_\_\_\_  
L: \_\_\_\_\_  
N: \_\_\_\_\_  
CCN: \_\_\_\_\_ E: N

A red rectangular box highlights the text "UPDATE COMPLETED".

At the bottom left of the window is the text "MA +", and at the bottom right is the text "02/007".

\*In the event the continuation sheet is not printed at Pick, it will be captured at Pack\*



## RV Pick:

From the lead screen in DSS (RV00), Scan the PCN, Location, and NSN (Pick Completion Code is optional in the “COMP” field), press enter

RV00 DSS (RV00) PCN: 3CBJXXR UI: L: 3220135B4  
N: 1010123538672 CCN:  
COMP:  
EXCP: FOUND/PICK:  
TRANS CONTINUES  
MA 03/028

Scan the UID 2D barcode. Input “N” into the “DONE?” field, if additional UID scans are required?

RV51 ENTER UID  
COMPLETED: 000 OF 003  
PCN: 3CBJXXR  
ENTER SINGLE UID  
~Y>|DD MFR12345 B11FGFG1 SE0FFGHGJYKUIKUKLJASON01|^  
DONE? N  
TRANS CONTINUES  
MA 05/051



Scan additional UID 2D barcode(s).

RVSL ENTER UID  
COMPLETED: 001 OF 003  
PCN: 3CBJXXR  
ENTER SINGLE UID:  
~>|DD MFR12345 BITEGPG1 SEOFFGHGJYKUIKUKL JASON02|  
DONE? N  
TRANS CONTINUES

MA 05/051

Input "Y" into the "DONE" field when complete with all UID scans, press enter.

RVSL ENTER UID  
COMPLETED: 002 OF 003  
PCN: 3CBJXXR  
ENTER SINGLE UID:  
DONE? Y  
TRANS CONTINUES

MA 01/039

DSS will return back to a blank RVPQ screen. Update Complete.

The screenshot shows a software interface for a vehicle pick process. At the top, the title bar reads "RVPQ PAPER PICK (VEHICLE)". Below the title bar is a menu bar with options: "File", "Edit", "Connective", "Setup", "Home", "New", "Exit". A toolbar with various icons is located below the menu bar. The main area contains the following text and fields:

RVPQ PAPER PICK (VEHICLE)

PCN: \_\_\_\_\_ UI: \_\_\_\_\_ L: \_\_\_\_\_

H: \_\_\_\_\_ CCN: \_\_\_\_\_

COMP: \_\_\_\_\_

EXCP: \_\_\_\_\_ FOUND/PICK: \_\_\_\_\_ / \_\_\_\_\_

TRANS CONTINUES

At the bottom of the screen, there is a status bar with a small icon on the left and the text "02/007" on the right.

**\*In the event the IUID is not captured at Pick, it will be required at Pack\***



## ECS Pick:

If IUID eligible, the WMO41 (PICK NOTES) screen will display "IUID ELIG". To continue, read the PICK NOTES and press enter.

```
WM041      SITE: HWJ2      DISTRIBUTION STANDARD SYSTEM      WK: J2      PAGE 001
08:42:26                                PICK NOTES      31AUG2016
-----
AOD ORD NUMBER ==> W25G1Q6244C003 X00
PICK/PACK INST ==>

DELIVERY INST ==>

NIIN > 012529554      UM/QUM: EA/      1.0000      IUID ELIG
SHLF LIFE CD ==> 0      EST QTY FLG ==>
TY CARGO CD ==> Z NO SPECIAL TYPE      CIIC ==> U
INSP RQR CD ==>      SPC EQP FLG ==> N
SPEC REQ CD ==>      HCC ==>
PP RQR FLAG ==> N NO P&P REQUIRED      AD CD ==>
MGT CD ==>      FUNC FLAG ==> MIS      MISSION PICK
SER NO RQR FLG > N NO SER NO/UII REQ      UII TRACKER ==> N      NO UII REQ

---F1=MENU---F2=WORK SEL---F3=EXIT DSS---F5=BOOKMARK--F6=BYP PICK--F10=HELP----
TRANS CONTINUES      NEXT TRANS==> _
```

The WM04 (PICK) screen will display the information relating to the pick (e.g. PCN, NSN, location, shipment unit number, function flag, unit of issue). Scan/input the NSN in the "STK NO" field. Press enter.

```
WM04      SITE: HWJ2      DISTRIBUTION STANDARD SYSTEM      WK: J2      PAGE 001
08:42:49                                PICK      31AUG2016
-----
PCN ==> HWZPM9L      LOC ==> G110101BA
SHP-U-NO ==> W25G1Q244X2J5BN      FUNC FLAG ==> MIS
CLASS ==>      DEST ==>      PROJ CODE ==>
COND CD ==> A      B1640022      ORDR TYPE ==> EM
STK NO ==> 25300125295      IPG ==> 3
PICK QTY ==> 00002      UI ==> EA      OU ==> N
PICK-TO-PACK ELIGIBLE
PICK CMPL ==> g      STK NO ==> 54
SCAN PCN ==>      SCAN CONV ID ==>
QTY PICKED ==>      QTY FOUND ==>
SHRINK WRAP >      EXCP CD ==>

UII/SER NO ==>

COMP:      OF:

LEVEL A
***** EMERGENCY PICK *****

--F1=MNU--F2=WKSEL--F3=EX--F4=STW--F5=BKMK--F6=BYP--F7=PKNOTE--F9=2D--F10=HLP--
ENTER PICK INFORMATION
TRANS CONTINUES      NEXT TRANS==> _
```

On screen BN4R scan UID 2D barcode. Press enter.

```
BN4R          SITE: HWJ2      DISTRIBUTION STANDARD SYSTEM    WK: J2      PAGE 001
08:43:26          UID/SERIAL NUMBER FROM 2D SCAN INPUT        31AUG2016
```

```
PCN ==> HWZPM9L    AOD ORDER NUMBER ==> W25G1Q6244C003 X00
```

```
SCAN IN UID DATA MATRIX:
~>|DD`SPL12345`BIIFDGER5RT3`SEQFFGHGJYKUIKUKL45jeff1|^
```

TRANS CONTINUES

THIS IS THE ONLY SCREEN

NEXT TRANS==> \_\_

Press F6 to enter additional UID barcode(s).

```
BN5L1          SITE: HWJ2      DISTRIBUTION STANDARD SYSTEM    WK: J2      PAGE 001
08:46:46    IDENTIFIED UID - ENTER UID TO BE ADDED        31AUG2016
-----
```

```
PICK CONTROL NUMBER ==> HWZPM9L
AOD ORDER NUMBER =====> W25G1Q6244C003 X00
```

```
D = DELETE
D12345FDGER5RT3FFGHGJYKUIKUKL45JEFF1
```

COMPLETE? ==>

```
--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK-F6=2D ENTRY--F7/8=PAGE B/F--
```

THIS IS THE ONLY SCREEN

TRANS CONTINUES

NEXT TRANS==> \_\_

On screen BN4R scan UID 2D barcode. Press F6 to enter additional UID barcode(s).

BN4R SITE: HWJ2 DISTRIBUTION STANDARD SYSTEM WK: J2 PAGE 001  
08:45:57 UID/SERIAL NUMBER FROM 2D SCAN INPUT 31AUG2016

PCN ==> HWZPM9L AOD ORDER NUMBER ==> W25G1Q6244C003 X00

SCAN IN UID DATA MATRIX:

~>|DD`SPL12345`BIIFDGER5RT3`SEQFFGHGJYKUIKUKL45jeff2|^

TRANS CONTINUES

NEXT TRANS==> \_\_

Input "A" in the UID to be added. Input "Y" into the Complete field, press enter.

BN5L1 SITE: HWJ2 DISTRIBUTION STANDARD SYSTEM WK: J2 PAGE 001  
08:46:46 IDENTIFIED UID - ENTER UID TO BE ADDED 31AUG2016

PICK CONTROL NUMBER ==> HWZPM9L  
AOD ORDER NUMBER ==>> W25G1Q6244C003 X00

D = DELETE

D12345FDGER5RT3FFGHGJYKUIKUKL45JEFF1

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--F1=MENU--F2=NEXT TRANS--F3=EXIT DSS--F5=BOOKMARK-F6=2D ENTRY--F7/8=PAGE B/F--  
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**\*In the event the IUID is not captured at Pick, it will be required at Pack\***

## 2016 Climate Report: DLA Distribution Susquehanna, PA - Storage K1 (A)

The Defense Logistics Agency (DLA) Culture Survey is administered across the enterprise every 18 – 24 months and includes two sections which measure employee perceptions of organizational culture and climate. A third section contains demographic questions.

The 2016 Culture Survey was administered from March 29 – May 6, 2016. DLA's overall response rate was 68 percent. The attached report from the 2016 Culture Survey includes results from the climate questions which were tailored to DLA's current areas of enterprise interest and strategic relevance (the culture report is provided separately). The climate question results are provided under the following major themes:

- Standard Topics
  - Employee Satisfaction
  - Performance Management
  - Diversity
  - Ethics
  - Telework
- Additional Topics for 2016
  - DLA Strategic Plan 2015-2022
  - Resiliency
  - Sexual Assault Prevention & Response
  - Better Buying Power
  - Performance Based Logistics
  - Audit Sustainment
  - Process Excellence

For most questions in the survey, the possible response options included: 1. Strongly Disagree; 2. Disagree; 3. Neither Agree nor Disagree; 4. Agree; and 5. Strongly Agree. In order to simplify the reporting and interpretation of results, however, several response options (e.g., “1. Strongly Agree” and “2. Agree”) have been combined to form a single response result (e.g., “Agree”) in the report. This protocol has been followed throughout the attached climate report. Neutral responses are also provided for many items.

Standard deviations have been provided with each question in the report to show how much variation exists from the average. For example, a low standard deviation shows that respondents were very consistent with each other in their responses to a question.

If you have questions on this climate report or on your culture report, please contact your organization's Culture Champion.

The DLA Culture Team within J1 is also available to answer questions and to provide additional results interpretation material if needed. The DLA Culture Team can be reached at [culture@dla.mil](mailto:culture@dla.mil).

2016 Climate Report		DLA Distribution Susquehanna, PA - Storage K1 (A)														
2016 Response Rate: 58.22%		2014					2016					DLA Overall				
Number of Respondents		New					85					17690				
DLA Strategic Plan 2015 - 2022																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of the DLA Strategic Plan 2015-2022.	New	New	New	New	New	24.7%	30.6%	44.7%	0.98	2.68	63.0%	17.6%	19.3%	1.10	3.55	
I have read the DLA Strategic Plan 2015-2022.	New	New	New	New	New	18.8%	20.0%	61.2%	1.01	2.38	49.8%	21.0%	29.2%	1.19	3.27	
The DLA Strategic Plan identifies the most critical DLA priorities.	New	New	New	New	New	28.2%	56.5%	15.3%	0.82	3.12	54.7%	38.1%	7.2%	0.88	3.60	
My supervisor aligns my work unit's mission to the DLA Strategic Plan.	New	New	New	New	New	28.6%	52.4%	19.0%	0.92	3.07	50.2%	37.3%	12.6%	0.99	3.47	
I know how my work relates to DLA's goals and priorities.	New	New	New	New	New	68.2%	22.4%	9.4%	1.00	3.71	67.3%	22.2%	10.5%	0.97	3.73	
Culture																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I can clearly define the DLA culture.	New	New	New	New	New	45.9%	30.6%	23.5%	0.93	3.28	56.1%	26.7%	17.2%	1.00	3.47	
I understand my role in the DLA culture.	New	New	New	New	New	74.1%	16.5%	9.4%	0.85	3.79	68.3%	19.7%	12.0%	0.95	3.69	
I know the DLA core values.	New	New	New	New	New	73.8%	19.0%	7.1%	0.77	3.81	73.2%	17.7%	9.1%	0.89	3.79	
I believe the DLA Culture Survey makes a difference.	New	New	New	New	New	56.5%	27.1%	16.5%	0.96	3.46	47.4%	27.5%	25.1%	1.20	3.24	
Actions are taken to continuously improve the culture of my J code, D code, or PLFA.	New	New	New	New	New	37.6%	43.5%	18.8%	0.95	3.16	44.8%	36.8%	18.4%	1.05	3.30	
Resiliency																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand the DLA definition of resiliency.	New	New	New	New	New	63.5%	20.0%	16.5%	0.93	3.61	74.1%	17.2%	8.8%	0.91	3.84	
I know where to find DLA resiliency resources.	New	New	New	New	New	42.9%	22.6%	34.5%	1.07	3.06	62.0%	21.4%	16.6%	1.03	3.59	
A wide range of resiliency resources are available at my location.	New	New	New	New	New	29.4%	52.9%	17.6%	0.77	3.14	51.7%	33.9%	14.4%	0.99	3.47	
DLA resiliency resources meet my needs.	New	New	New	New	New	25.9%	61.2%	12.9%	0.76	3.15	48.6%	38.8%	12.6%	0.96	3.45	
I consider myself to be resilient.	New	New	New	New	New	77.6%	21.2%	1.2%	0.75	4.07	82.6%	14.6%	2.8%	0.78	4.11	



**DLA Distribution Susquehanna, PA - Storage K1 (A)**

<b>Fitness and Wellness Program</b>			
I take part in fitness and/or wellness activities under the DLA Fitness and Wellness Program.	2014	2016	DLA Overall
Yes	New	38.6%	59.1%
No; I was approved for the Program, but have not used it yet.	New	20.5%	14.4%
No; I was not aware of this Program.	New	3.6%	4.4%
No; I was not approved to participate in the Program.	New	6.0%	4.0%
No; I do not want to participate in the Program.	New	31.3%	18.1%
I believe I have used fewer sick leave hours as a result of taking part in the DLA Fitness and Wellness Program.	2014	2016	DLA Overall
Yes	New	81.3%	80.7%
No	New	18.8%	19.3%
I believe taking part in the DLA Fitness and Wellness Program has improved my performance at work.	2014	2016	DLA Overall
Yes	New	93.8%	91.2%
No	New	6.3%	8.8%
I would factor my participation in the DLA Fitness and Wellness Program into a decision to remain employed by DLA.	2014	2016	DLA Overall
Yes	New	68.8%	80.0%
No	New	31.3%	20.0%

<b>Fitness and Wellness Questions for Supervisors</b>			
Please select the option that best describes your supervisory view of the DLA Fitness and Wellness Program's impact on your employees' performance as a whole.	2014	2016	DLA Overall
N/A; I am not a supervisor.	New	81.7%	77.1%
I do not supervise any employees that participate in the Fitness and Wellness Program.	New	1.4%	3.4%
My participating employees' performance has generally improved.	New	5.6%	9.9%
There has been no overall change in my participating employees' performance.	New	8.5%	8.8%
My participating employees' performance has generally declined.	New	2.8%	0.8%
Please select the option that best describes your supervisory view of the DLA Fitness and Wellness Program's impact on your work unit's mission.	2014	2016	DLA Overall
N/A; I am not a supervisor.	New	76.8%	76.0%
I do not supervise any employees that participate in the Fitness and Wellness Program.	New	2.9%	2.7%
Very positive impact on the work unit's mission.	New	5.8%	8.5%
Somewhat positive impact on the work unit's mission.	New	7.2%	5.3%
No impact on the work unit's mission.	New	0.0%	4.6%
Somewhat negative impact on the work unit's mission.	New	7.2%	2.2%
Very negative impact on the work unit's mission.	New	0.0%	0.7%

<b>Telework</b>			
Have you teleworked during the past year?	2014	2016	DLA Overall
Yes	New	0.0%	53.0%
No; Must be physically present	New	40.2%	15.3%
No; Technical issues	New	4.9%	1.1%
No; Choose not to telework	New	6.1%	9.2%
No; Not allowed to telework	New	48.8%	21.5%

DLA Distribution Susquehanna, PA - Storage K1 (A)															
	2014					2016					DLA Overall				
Telework															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I am prepared to use telework to maintain productivity in the event of an emergency.	New	New	New	New	New	20.8%	52.1%	27.1%	1.10	2.77	78.4%	13.8%	7.8%	1.07	4.17
When teleworking, I am at least as productive as I am when working in the office.	New	New	New	New	New	8.7%	69.6%	21.7%	0.92	2.76	63.7%	23.6%	12.7%	1.18	3.85
The availability of telework contributes to my decision to remain employed by DLA.	New	New	New	New	New	6.5%	67.4%	26.1%	0.91	2.59	56.3%	26.2%	17.4%	1.28	3.68
My J code, D code, or PLFA supports telework.	New	New	New	New	New	12.3%	67.9%	19.8%	0.81	2.80	58.7%	24.9%	16.4%	1.22	3.60
DLA technology allows me to telework effectively.	New	New	New	New	New	8.3%	60.4%	31.3%	0.91	2.63	64.4%	22.5%	13.1%	1.15	3.78
Mission Ready Workforce															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
My work unit is able to recruit people with the right skills.	New	New	New	New	New	41.2%	32.9%	25.9%	1.01	3.13	57.3%	23.3%	19.4%	1.13	3.48
The skill level in my work unit has improved in the past year.	New	New	New	New	New	57.6%	23.5%	18.8%	1.04	3.47	63.5%	22.7%	13.8%	1.07	3.68
My work unit has the relevant knowledge and skills necessary to accomplish its programs and goals.	New	New	New	New	New	70.6%	16.5%	12.9%	0.92	3.60	74.2%	15.8%	10.0%	0.97	3.85
I believe soft skills (e.g., flexibility, problem solving, conflict management, etc.) are important skills for employees to perform their job effectively.	New	New	New	New	New	89.4%	9.4%	1.2%	0.67	4.13	88.7%	8.7%	2.6%	0.78	4.29
Immediate Supervisor (Work Unit)															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I have trust and confidence in my supervisor.	New	New	New	New	New	56.5%	21.2%	22.4%	1.27	3.44	73.5%	13.1%	13.4%	1.18	3.94
My supervisor asks for feedback about his or her performance from me.	New	New	New	New	New	36.5%	25.9%	37.6%	1.26	2.89	56.7%	17.9%	25.4%	1.31	3.49
I believe soft skills (e.g., flexibility, problem solving, conflict management, etc.) are important to being an effective supervisor.	New	New	New	New	New	88.1%	6.0%	6.0%	0.90	4.24	90.8%	6.9%	2.4%	0.77	4.44
Performance Management															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I know what is expected of me on the job.	New	New	New	New	New	94.1%	3.5%	2.4%	0.67	4.35	89.1%	6.4%	4.5%	0.83	4.27
I am held accountable for achieving results.	New	New	New	New	New	82.4%	7.1%	10.6%	1.03	3.92	89.5%	6.9%	3.6%	0.80	4.28
Employees are recognized for providing high quality products and services to customers.	New	New	New	New	New	42.9%	26.2%	31.0%	1.27	3.10	66.2%	15.7%	18.1%	1.22	3.70
Awards in my work unit depend upon how well employees perform their jobs.	New	New	New	New	New	42.4%	23.5%	34.1%	1.29	3.00	58.8%	20.7%	20.6%	1.26	3.53
Feedback from Supervisor															
Please rate your level of satisfaction with the feedback (both formal and informal) that you receive from your immediate supervisor.	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean
Frequency of feedback	New	New	New	New	New	47.1%	25.9%	24.7%	1.22	3.32	65.7%	17.9%	11.5%	1.19	4.00
Constructive feedback	New	New	New	New	New	48.2%	21.2%	27.1%	1.32	3.36	65.7%	17.2%	11.9%	1.20	4.00
Candid feedback	New	New	New	New	New	46.4%	25.0%	25.0%	1.25	3.37	65.4%	18.2%	11.0%	1.19	4.01
Timely feedback	New	New	New	New	New	45.2%	22.6%	28.6%	1.35	3.29	64.7%	17.8%	12.3%	1.22	3.97

DLA Distribution Susquehanna, PA - Storage K1 (A)															
	2014					2016					DLA Overall				
<b>Senior Leaders</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
My J code, D code, or PLFA leaders maintain high standards of honesty and integrity.	New	New	New	New	New	36.6%	48.8%	14.6%	0.84	3.17	57.0%	29.8%	13.3%	1.06	3.57
My J code, D code, or PLFA leaders support collaboration across work units and other PLFAs, J codes, or D codes.	New	New	New	New	New	31.7%	52.4%	15.9%	0.83	3.11	55.8%	31.7%	12.4%	1.03	3.57
J code, D code, or PLFA senior leaders generate high levels of motivation and commitment in the workforce.	New	New	New	New	New	31.7%	52.4%	15.9%	0.83	3.13	48.8%	32.5%	18.6%	1.11	3.38
<b>Sexual Assault Prevention and Response</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I feel safe from inappropriate sexual behavior in the workplace.	New	New	New	New	New	82.4%	14.1%	3.5%	0.88	4.15	91.0%	6.2%	2.8%	0.78	4.37
DLA publicizes resources for sexual assault prevention and response.	New	New	New	New	New	84.7%	9.4%	5.9%	0.84	4.09	89.2%	8.2%	2.6%	0.76	4.30
I was provided training on sexual assault prevention and response.	New	New	New	New	New	82.4%	12.9%	4.7%	0.92	4.08	90.5%	6.3%	3.2%	0.77	4.32
My supervisor creates a supportive environment for reporting an incident.	New	New	New	New	New	67.1%	23.5%	9.4%	1.06	3.78	83.8%	12.5%	3.8%	0.87	4.23
<b>Diversity</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
DLA promotes diversity in the workplace.	New	New	New	New	New	65.9%	24.7%	9.4%	0.99	3.71	79.9%	13.6%	6.5%	0.94	4.05
My supervisor is committed to a workplace free of discrimination and harassment.	New	New	New	New	New	62.4%	30.6%	7.1%	0.93	3.69	82.0%	11.3%	6.6%	0.97	4.15
All employees are encouraged to participate and contribute to their full potential.	New	New	New	New	New	64.7%	14.1%	21.2%	1.22	3.55	78.5%	11.5%	10.0%	1.05	4.03
<b>Ethics</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	New	New	New	New	New	57.6%	22.4%	20.0%	1.00	3.38	70.4%	17.0%	12.6%	1.11	3.84
I know how to contact an ethics official for assistance in applying the government ethics rules.	New	New	New	New	New	56.0%	19.0%	25.0%	1.07	3.33	78.5%	12.5%	9.0%	0.97	3.99
Acceptance of gifts from prohibited sources.	New	New	New	New	New	60.0%	24.7%	15.3%	1.02	3.62	90.0%	6.9%	3.1%	0.78	4.30
I have a clear understanding of the Government Ethics rules regarding: Conflicts of interests between an employee's personal financial holdings and official duties.	New	New	New	New	New	60.7%	27.4%	11.9%	0.92	3.68	88.0%	8.9%	3.1%	0.79	4.27
I have a clear understanding of the Government Ethics rules regarding: Post-Government employment.	New	New	New	New	New	51.8%	34.1%	14.1%	0.97	3.47	80.7%	13.9%	5.4%	0.89	4.10
I have a clear understanding of the Government Ethics rules regarding: Outside activities.	New	New	New	New	New	63.5%	27.1%	9.4%	0.88	3.68	85.3%	11.1%	3.6%	0.82	4.19
I have a clear understanding of the Government Ethics rules regarding: Endorsement.	New	New	New	New	New	55.3%	30.6%	14.1%	0.96	3.53	83.3%	12.5%	4.1%	0.85	4.17

DLA Distribution Susquehanna, PA - Storage K1 (A)																
	2014					2016					DLA Overall					
General Satisfaction																
	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	
My J code, D code, or PLFA communicates well with its employees.	New	New	New	New	New	32.9%	45.9%	21.2%	0.99	3.15	57.0%	26.4%	16.6%	1.16	3.59	
I am proud to work for DLA.	New	New	New	New	New	80.0%	15.3%	4.7%	0.97	4.27	81.6%	11.7%	6.7%	1.00	4.26	
I would recommend DLA as a great place to work.	New	New	New	New	New	74.1%	15.3%	10.6%	1.07	4.05	75.6%	15.5%	8.8%	1.08	4.12	
Considering everything, how satisfied are you with your job?	New	New	New	New	New	72.9%	12.9%	14.1%	1.07	3.96	77.7%	10.9%	11.4%	1.10	4.08	
Considering everything, how satisfied are you with your J code, D code, or PLFA?	New	New	New	New	New	47.6%	34.5%	17.9%	1.07	3.49	62.9%	22.1%	14.9%	1.17	3.74	
Better Buying Power																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of the Better Buying Power initiative.	New	New	New	New	New	16.9%	39.8%	43.4%	1.02	2.61	51.2%	26.5%	22.3%	1.15	3.38	
I understand how Better Buying Power impacts my job.	New	New	New	New	New	18.3%	36.6%	45.1%	1.02	2.60	45.3%	30.9%	23.8%	1.14	3.28	
DLA uses innovation to achieve cost savings.	New	New	New	New	New	20.5%	54.2%	25.3%	0.88	2.84	49.1%	36.6%	14.3%	1.01	3.43	
Better Buying Power initiatives have improved the professionalism of the DLA Acquisition workforce.	New	New	New	New	New	17.1%	61.0%	22.0%	0.82	2.85	36.0%	50.7%	13.3%	0.94	3.28	
Performance Based Logistics																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand the concept of Performance Based Logistics.	New	New	New	New	New	58.5%	24.4%	17.1%	0.98	3.49	60.6%	25.7%	13.7%	1.03	3.61	
My J code, D code, or PLFA encourages the use of Performance Based Logistics.	New	New	New	New	New	35.7%	50.0%	14.3%	0.87	3.21	43.4%	44.6%	12.0%	0.95	3.40	
Audit Sustainment																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand my role and responsibilities in support of Audit Sustainment.	New	New	New	New	New	83.3%	13.1%	3.6%	0.69	3.99	79.2%	14.8%	6.0%	0.87	3.99	
DLA is a cost conscious organization.	New	New	New	New	New	53.6%	21.4%	25.0%	1.02	3.27	67.0%	20.1%	12.9%	1.04	3.72	
DLA strives to provide affordable solutions to its customers.	New	New	New	New	New	58.3%	29.8%	11.9%	0.92	3.54	69.9%	22.5%	7.6%	0.93	3.82	
Process Excellence																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of my work unit's efforts to implement Enterprise Process Management.	New	New	New	New	New	36.5%	36.5%	27.1%	1.00	3.05	58.5%	27.2%	14.4%	1.03	3.58	
I am aware of the steps I can take to initiate a process change in DLA.	New	New	New	New	New	46.3%	24.4%	29.3%	1.10	3.10	55.5%	27.4%	17.1%	1.05	3.50	
My supervisor encourages me to find continuous process improvement opportunities.	New	New	New	New	New	36.5%	32.9%	30.6%	1.10	2.98	62.1%	23.4%	14.5%	1.09	3.64	

## DLA Distribution Susquehanna, PA - Storage K1 (A)

## Demographics

Supervisory Status	2016
Supervisor or Manager	10.8%
Team Leader	6.0%
Team Member (non-supervisor/non-manager/non-team leader)	83.1%

Are you considering leaving DLA within the next year, and if so, why?	2016
No	87.8%
Yes, to retire	3.7%
Yes, to take another job within the Federal Government	7.3%
Yes, to take another job outside the Federal Government	1.2%
Yes, other	0.0%

Ethnicity	2016
Hispanic or Latino	1.3%
Not Hispanic or Latino	98.7%

Race	2016
American Indian or Alaskan Native	0.0%
Asian	1.3%
Black or African American	29.1%
Native Hawaiian or Other Pacific Islander	0.0%
White	67.1%
Two or more races (not Hispanic or Latino)	2.5%

DLA Tenure	2016
Less than 1 year	18.3%
1 to 3 years	12.2%
4 to 5 years	9.8%
6 to 10 years	32.9%
11 to 14 years	15.9%
15 to 20 years	4.9%
21 to 25 years	1.2%
26 to 30 years	3.7%
31 years or more	1.2%

Education	2016
Less than high school graduate	1.2%
High school graduate or equivalent	34.5%
Some college or technical training	51.2%
Associate's Degree or Equivalent	7.1%
Bachelor's Degree	6.0%
Advanced Degree	0.0%

Age	2016
25 and under	1.2%
26-29	4.8%
30-39	25.3%
40-49	31.3%
50-59	27.7%
60 or older	9.6%

I am planning to retire:	2016
Within one year	1.2%
Between one and three years	4.9%
Between three and five years	7.3%
Five or more years	86.6%

Gender	2016
Female	28.4%
Male	71.6%

Acquisition Coded	2016
Yes	8.0%
No	92.0%

Emergency Essential	2016
Yes	4.8%
No	95.2%

Foreign or Local National	2016
Yes	4.4%
No	95.6%



## 2016 Climate Report: DLA Distribution Susquehanna, PA - Storage K1 (B)

The Defense Logistics Agency (DLA) Culture Survey is administered across the enterprise every 18 – 24 months and includes two sections which measure employee perceptions of organizational culture and climate. A third section contains demographic questions.

The 2016 Culture Survey was administered from March 29 – May 6, 2016. DLA's overall response rate was 68 percent. The attached report from the 2016 Culture Survey includes results from the climate questions which were tailored to DLA's current areas of enterprise interest and strategic relevance (the culture report is provided separately). The climate question results are provided under the following major themes:

- Standard Topics
  - Employee Satisfaction
  - Performance Management
  - Diversity
  - Ethics
  - Telework
- Additional Topics for 2016
  - DLA Strategic Plan 2015-2022
  - Resiliency
  - Sexual Assault Prevention & Response
  - Better Buying Power
  - Performance Based Logistics
  - Audit Sustainment
  - Process Excellence

For most questions in the survey, the possible response options included: 1. Strongly Disagree; 2. Disagree; 3. Neither Agree nor Disagree; 4. Agree; and 5. Strongly Agree. In order to simplify the reporting and interpretation of results, however, several response options (e.g., "1. Strongly Agree" and "2. Agree") have been combined to form a single response result (e.g., "Agree") in the report. This protocol has been followed throughout the attached climate report. Neutral responses are also provided for many items.

Standard deviations have been provided with each question in the report to show how much variation exists from the average. For example, a low standard deviation shows that respondents were very consistent with each other in their responses to a question.

If you have questions on this climate report or on your culture report, please contact your organization's Culture Champion.

The DLA Culture Team within J1 is also available to answer questions and to provide additional results interpretation material if needed. The DLA Culture Team can be reached at [culture@dla.mil](mailto:culture@dla.mil).

2016 Climate Report		DLA Distribution Susquehanna, PA - Storage K1 (B)														
2016 Response Rate: 64.91%		2014					2016					DLA Overall				
Number of Respondents		New					74					17690				
DLA Strategic Plan 2015 - 2022																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of the DLA Strategic Plan 2015-2022.	New	New	New	New	New	29.7%	24.3%	45.9%	1.21	2.72	63.0%	17.6%	19.3%	1.10	3.55	
I have read the DLA Strategic Plan 2015-2022.	New	New	New	New	New	21.9%	24.7%	53.4%	1.20	2.52	49.8%	21.0%	29.2%	1.19	3.27	
The DLA Strategic Plan identifies the most critical DLA priorities.	New	New	New	New	New	28.8%	53.4%	17.8%	0.98	3.11	54.7%	38.1%	7.2%	0.88	3.60	
My supervisor aligns my work unit's mission to the DLA Strategic Plan.	New	New	New	New	New	31.5%	46.6%	21.9%	1.06	3.07	50.2%	37.3%	12.6%	0.99	3.47	
I know how my work relates to DLA's goals and priorities.	New	New	New	New	New	65.8%	23.3%	11.0%	1.03	3.64	67.3%	22.2%	10.5%	0.97	3.73	
Culture																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I can clearly define the DLA culture.	New	New	New	New	New	59.5%	24.3%	16.2%	1.02	3.46	56.1%	26.7%	17.2%	1.00	3.47	
I understand my role in the DLA culture.	New	New	New	New	New	74.3%	13.5%	12.2%	0.95	3.78	68.3%	19.7%	12.0%	0.95	3.69	
I know the DLA core values.	New	New	New	New	New	78.4%	17.6%	4.1%	0.83	3.86	73.2%	17.7%	9.1%	0.89	3.79	
I believe the DLA Culture Survey makes a difference.	New	New	New	New	New	41.9%	35.1%	23.0%	1.10	3.16	47.4%	27.5%	25.1%	1.20	3.24	
Actions are taken to continuously improve the culture of my J code, D code, or PLFA.	New	New	New	New	New	33.8%	44.6%	21.6%	1.08	3.08	44.8%	36.8%	18.4%	1.05	3.30	
Resiliency																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand the DLA definition of resiliency.	New	New	New	New	New	66.2%	23.0%	10.8%	1.04	3.66	74.1%	17.2%	8.8%	0.91	3.84	
I know where to find DLA resiliency resources.	New	New	New	New	New	43.2%	28.4%	28.4%	1.19	3.20	62.0%	21.4%	16.6%	1.03	3.59	
A wide range of resiliency resources are available at my location.	New	New	New	New	New	36.5%	40.5%	23.0%	1.14	3.09	51.7%	33.9%	14.4%	0.99	3.47	
DLA resiliency resources meet my needs.	New	New	New	New	New	39.2%	37.8%	23.0%	1.11	3.12	48.6%	38.8%	12.6%	0.96	3.45	
I consider myself to be resilient.	New	New	New	New	New	85.1%	10.8%	4.1%	0.83	4.16	82.6%	14.6%	2.8%	0.78	4.11	

**DLA Distribution Susquehanna, PA - Storage K1 (B)**

<b>Fitness and Wellness Program</b>			
I take part in fitness and/or wellness activities under the DLA Fitness and Wellness Program.	2014	2016	DLA Overall
Yes	New	43.2%	59.1%
No; I was approved for the Program, but have not used it yet.	New	13.5%	14.4%
No; I was not aware of this Program.	New	2.7%	4.4%
No; I was not approved to participate in the Program.	New	12.2%	4.0%
No; I do not want to participate in the Program.	New	28.4%	18.1%
I believe I have used fewer sick leave hours as a result of taking part in the DLA Fitness and Wellness Program.	2014	2016	DLA Overall
Yes	New	87.5%	80.7%
No	New	12.5%	19.3%
I believe taking part in the DLA Fitness and Wellness Program has improved my performance at work.	2014	2016	DLA Overall
Yes	New	93.8%	91.2%
No	New	6.3%	8.8%
I would factor my participation in the DLA Fitness and Wellness Program into a decision to remain employed by DLA.	2014	2016	DLA Overall
Yes	New	90.6%	80.0%
No	New	9.4%	20.0%

<b>Fitness and Wellness Questions for Supervisors</b>			
Please select the option that best describes your supervisory view of the DLA Fitness and Wellness Program's impact on your employees' performance as a whole.	2014	2016	DLA Overall
N/A; I am not a supervisor.	New	90.0%	77.1%
I do not supervise any employees that participate in the Fitness and Wellness Program.	New	0.0%	3.4%
My participating employees' performance has generally improved.	New	5.0%	9.9%
There has been no overall change in my participating employees' performance.	New	3.3%	8.8%
My participating employees' performance has generally declined.	New	1.7%	0.8%
Please select the option that best describes your supervisory view of the DLA Fitness and Wellness Program's impact on your work unit's mission.	2014	2016	DLA Overall
N/A; I am not a supervisor.	New	88.3%	76.0%
I do not supervise any employees that participate in the Fitness and Wellness Program.	New	0.0%	2.7%
Very positive impact on the work unit's mission.	New	3.3%	8.5%
Somewhat positive impact on the work unit's mission.	New	1.7%	5.3%
No impact on the work unit's mission.	New	0.0%	4.6%
Somewhat negative impact on the work unit's mission.	New	5.0%	2.2%
Very negative impact on the work unit's mission.	New	1.7%	0.7%

<b>Telework</b>			
Have you teleworked during the past year?	2014	2016	DLA Overall
Yes	New	0.0%	53.0%
No; Must be physically present	New	51.4%	15.3%
No; Technical issues	New	1.4%	1.1%
No; Choose not to telework	New	5.7%	9.2%
No; Not allowed to telework	New	41.4%	21.5%

DLA Distribution Susquehanna, PA - Storage K1 (B)															
	2014					2016					DLA Overall				
Telework															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I am prepared to use telework to maintain productivity in the event of an emergency.	New	New	New	New	New	24.2%	45.5%	30.3%	1.22	2.88	78.4%	13.8%	7.8%	1.07	4.17
When teleworking, I am at least as productive as I am when working in the office.	New	New	New	New	New	5.9%	70.6%	23.5%	0.87	2.71	63.7%	23.6%	12.7%	1.18	3.85
The availability of telework contributes to my decision to remain employed by DLA.	New	New	New	New	New	8.8%	70.6%	20.6%	0.84	2.79	56.3%	26.2%	17.4%	1.28	3.68
My J code, D code, or PLFA supports telework.	New	New	New	New	New	0.0%	69.9%	30.1%	0.87	2.45	58.7%	24.9%	16.4%	1.22	3.60
DLA technology allows me to telework effectively.	New	New	New	New	New	8.8%	58.8%	32.4%	0.99	2.59	64.4%	22.5%	13.1%	1.15	3.78
Mission Ready Workforce															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
My work unit is able to recruit people with the right skills.	New	New	New	New	New	41.9%	35.1%	23.0%	1.10	3.23	57.3%	23.3%	19.4%	1.13	3.48
The skill level in my work unit has improved in the past year.	New	New	New	New	New	68.9%	20.3%	10.8%	0.95	3.74	63.5%	22.7%	13.8%	1.07	3.68
My work unit has the relevant knowledge and skills necessary to accomplish its programs and goals.	New	New	New	New	New	67.6%	18.9%	13.5%	1.00	3.66	74.2%	15.8%	10.0%	0.97	3.85
I believe soft skills (e.g., flexibility, problem solving, conflict management, etc.) are important skills for employees to perform their job effectively.	New	New	New	New	New	87.8%	8.1%	4.1%	0.83	4.14	88.7%	8.7%	2.6%	0.78	4.29
Immediate Supervisor (Work Unit)															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I have trust and confidence in my supervisor.	New	New	New	New	New	64.4%	11.0%	24.7%	1.42	3.52	73.5%	13.1%	13.4%	1.18	3.94
My supervisor asks for feedback about his or her performance from me.	New	New	New	New	New	47.2%	11.1%	41.7%	1.43	3.04	56.7%	17.9%	25.4%	1.31	3.49
I believe soft skills (e.g., flexibility, problem solving, conflict management, etc.) are important to being an effective supervisor.	New	New	New	New	New	90.4%	5.5%	4.1%	0.92	4.37	90.8%	6.9%	2.4%	0.77	4.44
Performance Management															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I know what is expected of me on the job.	New	New	New	New	New	94.5%	1.4%	4.1%	0.82	4.33	89.1%	6.4%	4.5%	0.83	4.27
I am held accountable for achieving results.	New	New	New	New	New	84.7%	6.9%	8.3%	0.94	4.07	89.5%	6.9%	3.6%	0.80	4.28
Employees are recognized for providing high quality products and services to customers.	New	New	New	New	New	50.7%	21.9%	27.4%	1.29	3.37	66.2%	15.7%	18.1%	1.22	3.70
Awards in my work unit depend upon how well employees perform their jobs.	New	New	New	New	New	51.4%	23.6%	25.0%	1.27	3.43	58.8%	20.7%	20.6%	1.26	3.53
Feedback from Supervisor															
Please rate your level of satisfaction with the feedback (both formal and informal) that you receive from your immediate supervisor.	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean
Frequency of feedback	New	New	New	New	New	52.1%	20.5%	20.5%	1.36	3.62	65.7%	17.9%	11.5%	1.19	4.00
Constructive feedback	New	New	New	New	New	52.8%	22.2%	15.3%	1.33	3.75	65.7%	17.2%	11.9%	1.20	4.00
Candid feedback	New	New	New	New	New	52.8%	23.6%	13.9%	1.30	3.79	65.4%	18.2%	11.0%	1.19	4.01
Timely feedback	New	New	New	New	New	54.8%	19.2%	17.8%	1.33	3.71	64.7%	17.8%	12.3%	1.22	3.97

DLA Distribution Susquehanna, PA - Storage K1 (B)															
	2014					2016					DLA Overall				
<b>Senior Leaders</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
My J code, D code, or PLFA leaders maintain high standards of honesty and integrity.	New	New	New	New	New	31.3%	53.7%	14.9%	0.91	3.21	57.0%	29.8%	13.3%	1.06	3.57
My J code, D code, or PLFA leaders support collaboration across work units and other PLFAs, J codes, or D codes.	New	New	New	New	New	28.8%	63.6%	7.6%	0.85	3.26	55.8%	31.7%	12.4%	1.03	3.57
J code, D code, or PLFA senior leaders generate high levels of motivation and commitment in the workforce.	New	New	New	New	New	22.7%	59.1%	18.2%	0.98	3.02	48.8%	32.5%	18.6%	1.11	3.38
<b>Sexual Assault Prevention and Response</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I feel safe from inappropriate sexual behavior in the workplace.	New	New	New	New	New	79.5%	9.6%	11.0%	1.12	3.97	91.0%	6.2%	2.8%	0.78	4.37
DLA publicizes resources for sexual assault prevention and response.	New	New	New	New	New	85.1%	8.1%	6.8%	0.95	4.09	89.2%	8.2%	2.6%	0.76	4.30
I was provided training on sexual assault prevention and response.	New	New	New	New	New	91.9%	4.1%	4.1%	0.83	4.26	90.5%	6.3%	3.2%	0.77	4.32
My supervisor creates a supportive environment for reporting an incident.	New	New	New	New	New	73.0%	10.8%	16.2%	1.17	3.80	83.8%	12.5%	3.8%	0.87	4.23
<b>Diversity</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
DLA promotes diversity in the workplace.	New	New	New	New	New	71.2%	17.8%	11.0%	1.11	3.77	79.9%	13.6%	6.5%	0.94	4.05
My supervisor is committed to a workplace free of discrimination and harassment.	New	New	New	New	New	71.6%	17.6%	10.8%	1.16	3.86	82.0%	11.3%	6.6%	0.97	4.15
All employees are encouraged to participate and contribute to their full potential.	New	New	New	New	New	69.9%	17.8%	12.3%	1.01	3.79	78.5%	11.5%	10.0%	1.05	4.03
<b>Ethics</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	New	New	New	New	New	48.6%	24.3%	27.0%	1.27	3.22	70.4%	17.0%	12.6%	1.11	3.84
I know how to contact an ethics official for assistance in applying the government ethics rules.	New	New	New	New	New	48.6%	24.3%	27.0%	1.18	3.26	78.5%	12.5%	9.0%	0.97	3.99
Acceptance of gifts from prohibited sources.	New	New	New	New	New	69.9%	13.7%	16.4%	1.17	3.74	90.0%	6.9%	3.1%	0.78	4.30
I have a clear understanding of the Government Ethics rules regarding: Conflicts of interests between an employee's personal financial holdings and official duties.	New	New	New	New	New	64.4%	20.5%	15.1%	1.17	3.71	88.0%	8.9%	3.1%	0.79	4.27
I have a clear understanding of the Government Ethics rules regarding: Post-Government employment.	New	New	New	New	New	57.5%	26.0%	16.4%	1.08	3.58	80.7%	13.9%	5.4%	0.89	4.10
I have a clear understanding of the Government Ethics rules regarding: Outside activities.	New	New	New	New	New	63.9%	20.8%	15.3%	1.06	3.65	85.3%	11.1%	3.6%	0.82	4.19
I have a clear understanding of the Government Ethics rules regarding: Endorsement.	New	New	New	New	New	61.6%	21.9%	16.4%	1.10	3.64	83.3%	12.5%	4.1%	0.85	4.17



DLA Distribution Susquehanna, PA - Storage K1 (B)																
	2014					2016					DLA Overall					
General Satisfaction																
	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	
My J code, D code, or PLFA communicates well with its employees.	New	New	New	New	New	38.9%	45.8%	15.3%	1.07	3.36	57.0%	26.4%	16.6%	1.16	3.59	
I am proud to work for DLA.	New	New	New	New	New	85.1%	5.4%	9.5%	1.08	4.36	81.6%	11.7%	6.7%	1.00	4.26	
I would recommend DLA as a great place to work.	New	New	New	New	New	68.9%	21.6%	9.5%	1.22	3.99	75.6%	15.5%	8.8%	1.08	4.12	
Considering everything, how satisfied are you with your job?	New	New	New	New	New	70.3%	12.2%	17.6%	1.27	3.91	77.7%	10.9%	11.4%	1.10	4.08	
Considering everything, how satisfied are you with your J code, D code, or PLFA?	New	New	New	New	New	39.4%	38.0%	22.5%	1.19	3.32	62.9%	22.1%	14.9%	1.17	3.74	
Better Buying Power																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of the Better Buying Power initiative.	New	New	New	New	New	27.4%	35.6%	37.0%	1.15	2.78	51.2%	26.5%	22.3%	1.15	3.38	
I understand how Better Buying Power impacts my job.	New	New	New	New	New	30.1%	35.6%	34.2%	1.16	2.86	45.3%	30.9%	23.8%	1.14	3.28	
DLA uses innovation to achieve cost savings.	New	New	New	New	New	28.4%	47.3%	24.3%	1.11	2.97	49.1%	36.6%	14.3%	1.01	3.43	
Better Buying Power initiatives have improved the professionalism of the DLA Acquisition workforce.	New	New	New	New	New	27.0%	47.3%	25.7%	1.07	2.95	36.0%	50.7%	13.3%	0.94	3.28	
Performance Based Logistics																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand the concept of Performance Based Logistics.	New	New	New	New	New	60.3%	21.9%	17.8%	1.04	3.49	60.6%	25.7%	13.7%	1.03	3.61	
My J code, D code, or PLFA encourages the use of Performance Based Logistics.	New	New	New	New	New	33.3%	52.8%	13.9%	0.92	3.22	43.4%	44.6%	12.0%	0.95	3.40	
Audit Sustainment																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand my role and responsibilities in support of Audit Sustainment.	New	New	New	New	New	82.4%	12.2%	5.4%	0.88	4.03	79.2%	14.8%	6.0%	0.87	3.99	
DLA is a cost conscious organization.	New	New	New	New	New	56.8%	20.3%	23.0%	1.21	3.42	67.0%	20.1%	12.9%	1.04	3.72	
DLA strives to provide affordable solutions to its customers.	New	New	New	New	New	56.8%	31.1%	12.2%	1.07	3.57	69.9%	22.5%	7.6%	0.93	3.82	
Process Excellence																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of my work unit's efforts to implement Enterprise Process Management.	New	New	New	New	New	37.0%	41.1%	21.9%	1.11	3.21	58.5%	27.2%	14.4%	1.03	3.58	
I am aware of the steps I can take to initiate a process change in DLA.	New	New	New	New	New	45.9%	33.8%	20.3%	1.15	3.31	55.5%	27.4%	17.1%	1.05	3.50	
My supervisor encourages me to find continuous process improvement opportunities.	New	New	New	New	New	40.5%	29.7%	29.7%	1.30	3.14	62.1%	23.4%	14.5%	1.09	3.64	

## DLA Distribution Susquehanna, PA - Storage K1 (B)

## Demographics

Supervisory Status	2016
Supervisor or Manager	5.6%
Team Leader	2.8%
Team Member (non-supervisor/non-manager/non-team leader)	91.5%

Are you considering leaving DLA within the next year, and if so, why?	2016
No	83.3%
Yes, to retire	2.8%
Yes, to take another job within the Federal Government	6.9%
Yes, to take another job outside the Federal Government	1.4%
Yes, other	5.6%

Ethnicity	2016
Hispanic or Latino	5.7%
Not Hispanic or Latino	94.3%

Race	2016
American Indian or Alaskan Native	0.0%
Asian	0.0%
Black or African American	18.8%
Native Hawaiian or Other Pacific Islander	0.0%
White	73.9%
Two or more races (not Hispanic or Latino)	7.2%

DLA Tenure	2016
Less than 1 year	56.9%
1 to 3 years	13.9%
4 to 5 years	11.1%
6 to 10 years	11.1%
11 to 14 years	4.2%
15 to 20 years	1.4%
21 to 25 years	0.0%
26 to 30 years	1.4%
31 years or more	0.0%

Education	2016
Less than high school graduate	1.4%
High school graduate or equivalent	42.3%
Some college or technical training	38.0%
Associate's Degree or Equivalent	12.7%
Bachelor's Degree	4.2%
Advanced Degree	1.4%

Age	2016
25 and under	11.3%
26-29	14.1%
30-39	18.3%
40-49	19.7%
50-59	31.0%
60 or older	5.6%

I am planning to retire:	2016
Within one year	1.5%
Between one and three years	3.0%
Between three and five years	1.5%
Five or more years	93.9%

Gender	2016
Female	21.7%
Male	78.3%

Acquisition Coded	2016
Yes	2.1%
No	97.9%

Emergency Essential	2016
Yes	4.3%
No	95.7%

Foreign or Local National	2016
Yes	3.4%
No	96.6%

## 2016 Climate Report: DLA Distribution Susquehanna, PA - Storage Overall

The Defense Logistics Agency (DLA) Culture Survey is administered across the enterprise every 18 – 24 months and includes two sections which measure employee perceptions of organizational culture and climate. A third section contains demographic questions.

The 2016 Culture Survey was administered from March 29 – May 6, 2016. DLA's overall response rate was 68 percent. The attached report from the 2016 Culture Survey includes results from the climate questions which were tailored to DLA's current areas of enterprise interest and strategic relevance (the culture report is provided separately). The climate question results are provided under the following major themes:

- Standard Topics
  - Employee Satisfaction
  - Performance Management
  - Diversity
  - Ethics
  - Telework
- Additional Topics for 2016
  - DLA Strategic Plan 2015-2022
  - Resiliency
  - Sexual Assault Prevention & Response
  - Better Buying Power
  - Performance Based Logistics
  - Audit Sustainment
  - Process Excellence

For most questions in the survey, the possible response options included: 1. Strongly Disagree; 2. Disagree; 3. Neither Agree nor Disagree; 4. Agree; and 5. Strongly Agree. In order to simplify the reporting and interpretation of results, however, several response options (e.g., "1. Strongly Agree" and "2. Agree") have been combined to form a single response result (e.g., "Agree") in the report. This protocol has been followed throughout the attached climate report. Neutral responses are also provided for many items.

Standard deviations have been provided with each question in the report to show how much variation exists from the average. For example, a low standard deviation shows that respondents were very consistent with each other in their responses to a question.

If you have questions on this climate report or on your culture report, please contact your organization's Culture Champion.

The DLA Culture Team within J1 is also available to answer questions and to provide additional results interpretation material if needed. The DLA Culture Team can be reached at [culture@dla.mil](mailto:culture@dla.mil).

2016 Climate Report		DLA Distribution Susquehanna, PA - Storage Overall														
2016 Response Rate: 61.15%		2014					2016					DLA Overall				
Number of Respondents		New					159					17690				
DLA Strategic Plan 2015 - 2022																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of the DLA Strategic Plan 2015-2022.	New	New	New	New	New	27.0%	27.7%	45.3%	1.09	2.70	63.0%	17.6%	19.3%	1.10	3.55	
I have read the DLA Strategic Plan 2015-2022.	New	New	New	New	New	20.3%	22.2%	57.6%	1.10	2.44	49.8%	21.0%	29.2%	1.19	3.27	
The DLA Strategic Plan identifies the most critical DLA priorities.	New	New	New	New	New	28.5%	55.1%	16.5%	0.90	3.11	54.7%	38.1%	7.2%	0.88	3.60	
My supervisor aligns my work unit's mission to the DLA Strategic Plan.	New	New	New	New	New	29.9%	49.7%	20.4%	0.98	3.07	50.2%	37.3%	12.6%	0.99	3.47	
I know how my work relates to DLA's goals and priorities.	New	New	New	New	New	67.1%	22.8%	10.1%	1.01	3.68	67.3%	22.2%	10.5%	0.97	3.73	
Culture																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I can clearly define the DLA culture.	New	New	New	New	New	52.2%	27.7%	20.1%	0.98	3.36	56.1%	26.7%	17.2%	1.00	3.47	
I understand my role in the DLA culture.	New	New	New	New	New	74.2%	15.1%	10.7%	0.90	3.79	68.3%	19.7%	12.0%	0.95	3.69	
I know the DLA core values.	New	New	New	New	New	75.9%	18.4%	5.7%	0.80	3.84	73.2%	17.7%	9.1%	0.89	3.79	
I believe the DLA Culture Survey makes a difference.	New	New	New	New	New	49.7%	30.8%	19.5%	1.03	3.32	47.4%	27.5%	25.1%	1.20	3.24	
Actions are taken to continuously improve the culture of my J code, D code, or PLFA.	New	New	New	New	New	35.8%	44.0%	20.1%	1.01	3.13	44.8%	36.8%	18.4%	1.05	3.30	
Resiliency																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand the DLA definition of resiliency.	New	New	New	New	New	64.8%	21.4%	13.8%	0.98	3.64	74.1%	17.2%	8.8%	0.91	3.84	
I know where to find DLA resiliency resources.	New	New	New	New	New	43.0%	25.3%	31.6%	1.13	3.13	62.0%	21.4%	16.6%	1.03	3.59	
A wide range of resiliency resources are available at my location.	New	New	New	New	New	32.7%	47.2%	20.1%	0.96	3.12	51.7%	33.9%	14.4%	0.99	3.47	
DLA resiliency resources meet my needs.	New	New	New	New	New	32.1%	50.3%	17.6%	0.94	3.14	48.6%	38.8%	12.6%	0.96	3.45	
I consider myself to be resilient.	New	New	New	New	New	81.1%	16.4%	2.5%	0.79	4.11	82.6%	14.6%	2.8%	0.78	4.11	

### DLA Distribution Susquehanna, PA - Storage Overall

Fitness and Wellness Program			
I take part in fitness and/or wellness activities under the DLA Fitness and Wellness Program.	2014	2016	DLA Overall
Yes	New	40.8%	59.1%
No; I was approved for the Program, but have not used it yet.	New	17.2%	14.4%
No; I was not aware of this Program.	New	3.2%	4.4%
No; I was not approved to participate in the Program.	New	8.9%	4.0%
No; I do not want to participate in the Program.	New	29.9%	18.1%
I believe I have used fewer sick leave hours as a result of taking part in the DLA Fitness and Wellness Program.	2014	2016	DLA Overall
Yes	New	84.4%	80.7%
No	New	15.6%	19.3%
I believe taking part in the DLA Fitness and Wellness Program has improved my performance at work.	2014	2016	DLA Overall
Yes	New	93.8%	91.2%
No	New	6.3%	8.8%
I would factor my participation in the DLA Fitness and Wellness Program into a decision to remain employed by DLA.	2014	2016	DLA Overall
Yes	New	79.7%	80.0%
No	New	20.3%	20.0%

Fitness and Wellness Questions for Supervisors			
Please select the option that best describes your supervisory view of the DLA Fitness and Wellness Program's impact on your employees' performance as a whole.	2014	2016	DLA Overall
N/A; I am not a supervisor.	New	85.5%	77.1%
I do not supervise any employees that participate in the Fitness and Wellness Program.	New	0.8%	3.4%
My participating employees' performance has generally improved.	New	5.3%	9.9%
There has been no overall change in my participating employees' performance.	New	6.1%	8.8%
My participating employees' performance has generally declined.	New	2.3%	0.8%
Please select the option that best describes your supervisory view of the DLA Fitness and Wellness Program's impact on your work unit's mission.	2014	2016	DLA Overall
N/A; I am not a supervisor.	New	82.2%	76.0%
I do not supervise any employees that participate in the Fitness and Wellness Program.	New	1.6%	2.7%
Very positive impact on the work unit's mission.	New	4.7%	8.5%
Somewhat positive impact on the work unit's mission.	New	4.7%	5.3%
No impact on the work unit's mission.	New	0.0%	4.6%
Somewhat negative impact on the work unit's mission.	New	6.2%	2.2%
Very negative impact on the work unit's mission.	New	0.8%	0.7%

Telework			
Have you teleworked during the past year?	2014	2016	DLA Overall
Yes	New	0.0%	53.0%
No; Must be physically present	New	45.4%	15.3%
No; Technical issues	New	3.3%	1.1%
No; Choose not to telework	New	5.9%	9.2%
No; Not allowed to telework	New	45.4%	21.5%



DLA Distribution Susquehanna, PA - Storage Overall															
	2014					2016					DLA Overall				
Telework															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I am prepared to use telework to maintain productivity in the event of an emergency.	New	New	New	New	New	22.2%	49.4%	28.4%	1.14	2.81	78.4%	13.8%	7.8%	1.07	4.17
When teleworking, I am at least as productive as I am when working in the office.	New	New	New	New	New	7.5%	70.0%	22.5%	0.90	2.74	63.7%	23.6%	12.7%	1.18	3.85
The availability of telework contributes to my decision to remain employed by DLA.	New	New	New	New	New	7.5%	68.8%	23.8%	0.88	2.68	56.3%	26.2%	17.4%	1.28	3.68
My J code, D code, or PLFA supports telework.	New	New	New	New	New	6.5%	68.8%	24.7%	0.85	2.64	58.7%	24.9%	16.4%	1.22	3.60
DLA technology allows me to telework effectively.	New	New	New	New	New	8.5%	59.8%	31.7%	0.94	2.61	64.4%	22.5%	13.1%	1.15	3.78
Mission Ready Workforce															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
My work unit is able to recruit people with the right skills.	New	New	New	New	New	41.5%	34.0%	24.5%	1.05	3.18	57.3%	23.3%	19.4%	1.13	3.48
The skill level in my work unit has improved in the past year.	New	New	New	New	New	62.9%	22.0%	15.1%	1.01	3.60	63.5%	22.7%	13.8%	1.07	3.68
My work unit has the relevant knowledge and skills necessary to accomplish its programs and goals.	New	New	New	New	New	69.2%	17.6%	13.2%	0.95	3.63	74.2%	15.8%	10.0%	0.97	3.85
I believe soft skills (e.g., flexibility, problem solving, conflict management, etc.) are important skills for employees to perform their job effectively.	New	New	New	New	New	88.7%	8.8%	2.5%	0.75	4.13	88.7%	8.7%	2.6%	0.78	4.29
Immediate Supervisor (Work Unit)															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I have trust and confidence in my supervisor.	New	New	New	New	New	60.1%	16.5%	23.4%	1.33	3.47	73.5%	13.1%	13.4%	1.18	3.94
My supervisor asks for feedback about his or her performance from me.	New	New	New	New	New	41.4%	19.1%	39.5%	1.34	2.96	56.7%	17.9%	25.4%	1.31	3.49
I believe soft skills (e.g., flexibility, problem solving, conflict management, etc.) are important to being an effective supervisor.	New	New	New	New	New	89.2%	5.7%	5.1%	0.91	4.30	90.8%	6.9%	2.4%	0.77	4.44
Performance Management															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I know what is expected of me on the job.	New	New	New	New	New	94.3%	2.5%	3.2%	0.74	4.34	89.1%	6.4%	4.5%	0.83	4.27
I am held accountable for achieving results.	New	New	New	New	New	83.4%	7.0%	9.6%	0.99	3.99	89.5%	6.9%	3.6%	0.80	4.28
Employees are recognized for providing high quality products and services to customers.	New	New	New	New	New	46.5%	24.2%	29.3%	1.28	3.22	66.2%	15.7%	18.1%	1.22	3.70
Awards in my work unit depend upon how well employees perform their jobs.	New	New	New	New	New	46.5%	23.6%	29.9%	1.29	3.20	58.8%	20.7%	20.6%	1.26	3.53
Feedback from Supervisor															
Please rate your level of satisfaction with the feedback (both formal and informal) that you receive from your immediate supervisor.	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean
Frequency of feedback	New	New	New	New	New	49.4%	23.4%	22.8%	1.29	3.46	65.7%	17.9%	11.5%	1.19	4.00
Constructive feedback	New	New	New	New	New	50.3%	21.7%	21.7%	1.33	3.54	65.7%	17.2%	11.9%	1.20	4.00
Candid feedback	New	New	New	New	New	49.4%	24.4%	19.9%	1.29	3.56	65.4%	18.2%	11.0%	1.19	4.01
Timely feedback	New	New	New	New	New	49.7%	21.0%	23.6%	1.35	3.48	64.7%	17.8%	12.3%	1.22	3.97

DLA Distribution Susquehanna, PA - Storage Overall															
	2014					2016					DLA Overall				
<b>Senior Leaders</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
My J code, D code, or PLFA leaders maintain high standards of honesty and integrity.	New	New	New	New	New	34.2%	51.0%	14.8%	0.87	3.19	57.0%	29.8%	13.3%	1.06	3.57
My J code, D code, or PLFA leaders support collaboration across work units and other PLFAs, J codes, or D codes.	New	New	New	New	New	30.4%	57.4%	12.2%	0.84	3.18	55.8%	31.7%	12.4%	1.03	3.57
J code, D code, or PLFA senior leaders generate high levels of motivation and commitment in the workforce.	New	New	New	New	New	27.7%	55.4%	16.9%	0.90	3.08	48.8%	32.5%	18.6%	1.11	3.38
<b>Sexual Assault Prevention and Response</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I feel safe from inappropriate sexual behavior in the workplace.	New	New	New	New	New	81.0%	12.0%	7.0%	1.00	4.07	91.0%	6.2%	2.8%	0.78	4.37
DLA publicizes resources for sexual assault prevention and response.	New	New	New	New	New	84.9%	8.8%	6.3%	0.89	4.09	89.2%	8.2%	2.6%	0.76	4.30
I was provided training on sexual assault prevention and response.	New	New	New	New	New	86.8%	8.8%	4.4%	0.88	4.16	90.5%	6.3%	3.2%	0.77	4.32
My supervisor creates a supportive environment for reporting an incident.	New	New	New	New	New	69.8%	17.6%	12.6%	1.11	3.79	83.8%	12.5%	3.8%	0.87	4.23
<b>Diversity</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
DLA promotes diversity in the workplace.	New	New	New	New	New	68.4%	21.5%	10.1%	1.04	3.73	79.9%	13.6%	6.5%	0.94	4.05
My supervisor is committed to a workplace free of discrimination and harassment.	New	New	New	New	New	66.7%	24.5%	8.8%	1.04	3.77	82.0%	11.3%	6.6%	0.97	4.15
All employees are encouraged to participate and contribute to their full potential.	New	New	New	New	New	67.1%	15.8%	17.1%	1.13	3.66	78.5%	11.5%	10.0%	1.05	4.03
<b>Ethics</b>															
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean
I can disclose a suspected violation of any law, rule, or regulation without fear of reprisal.	New	New	New	New	New	53.5%	23.3%	23.3%	1.13	3.30	70.4%	17.0%	12.6%	1.11	3.84
I know how to contact an ethics official for assistance in applying the government ethics rules.	New	New	New	New	New	52.5%	21.5%	25.9%	1.12	3.30	78.5%	12.5%	9.0%	0.97	3.99
Acceptance of gifts from prohibited sources.	New	New	New	New	New	64.6%	19.6%	15.8%	1.09	3.68	90.0%	6.9%	3.1%	0.78	4.30
I have a clear understanding of the Government Ethics rules regarding: Conflicts of interests between an employee's personal financial holdings and official duties.	New	New	New	New	New	62.4%	24.2%	13.4%	1.04	3.69	88.0%	8.9%	3.1%	0.79	4.27
I have a clear understanding of the Government Ethics rules regarding: Post-Government employment.	New	New	New	New	New	54.4%	30.4%	15.2%	1.02	3.52	80.7%	13.9%	5.4%	0.89	4.10
I have a clear understanding of the Government Ethics rules regarding: Outside activities.	New	New	New	New	New	63.7%	24.2%	12.1%	0.96	3.67	85.3%	11.1%	3.6%	0.82	4.19
I have a clear understanding of the Government Ethics rules regarding: Endorsement.	New	New	New	New	New	58.2%	26.6%	15.2%	1.02	3.58	83.3%	12.5%	4.1%	0.85	4.17

DLA Distribution Susquehanna, PA - Storage Overall																
	2014					2016					DLA Overall					
General Satisfaction																
	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	Satisfied	Neutral	Dissatisfied	Std.Dev.	Mean	
My J code, D code, or PLFA communicates well with its employees.	New	New	New	New	New	35.7%	45.9%	18.5%	1.03	3.25	57.0%	26.4%	16.6%	1.16	3.59	
I am proud to work for DLA.	New	New	New	New	New	82.4%	10.7%	6.9%	1.02	4.31	81.6%	11.7%	6.7%	1.00	4.26	
I would recommend DLA as a great place to work.	New	New	New	New	New	71.7%	18.2%	10.1%	1.14	4.02	75.6%	15.5%	8.8%	1.08	4.12	
Considering everything, how satisfied are you with your job?	New	New	New	New	New	71.7%	12.6%	15.7%	1.17	3.94	77.7%	10.9%	11.4%	1.10	4.08	
Considering everything, how satisfied are you with your J code, D code, or PLFA?	New	New	New	New	New	43.9%	36.1%	20.0%	1.13	3.41	62.9%	22.1%	14.9%	1.17	3.74	
Better Buying Power																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of the Better Buying Power initiative.	New	New	New	New	New	21.8%	37.8%	40.4%	1.08	2.69	51.2%	26.5%	22.3%	1.15	3.38	
I understand how Better Buying Power impacts my job.	New	New	New	New	New	23.9%	36.1%	40.0%	1.09	2.72	45.3%	30.9%	23.8%	1.14	3.28	
DLA uses innovation to achieve cost savings.	New	New	New	New	New	24.2%	51.0%	24.8%	0.99	2.90	49.1%	36.6%	14.3%	1.01	3.43	
Better Buying Power initiatives have improved the professionalism of the DLA Acquisition workforce.	New	New	New	New	New	21.8%	54.5%	23.7%	0.94	2.90	36.0%	50.7%	13.3%	0.94	3.28	
Performance Based Logistics																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand the concept of Performance Based Logistics.	New	New	New	New	New	59.4%	23.2%	17.4%	1.01	3.49	60.6%	25.7%	13.7%	1.03	3.61	
My J code, D code, or PLFA encourages the use of Performance Based Logistics.	New	New	New	New	New	34.6%	51.3%	14.1%	0.89	3.22	43.4%	44.6%	12.0%	0.95	3.40	
Audit Sustainment																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I understand my role and responsibilities in support of Audit Sustainment.	New	New	New	New	New	82.9%	12.7%	4.4%	0.78	4.01	79.2%	14.8%	6.0%	0.87	3.99	
DLA is a cost conscious organization.	New	New	New	New	New	55.1%	20.9%	24.1%	1.11	3.34	67.0%	20.1%	12.9%	1.04	3.72	
DLA strives to provide affordable solutions to its customers.	New	New	New	New	New	57.6%	30.4%	12.0%	0.99	3.55	69.9%	22.5%	7.6%	0.93	3.82	
Process Excellence																
	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	Agree	Neutral	Disagree	Std.Dev.	Mean	
I am aware of my work unit's efforts to implement Enterprise Process Management.	New	New	New	New	New	36.7%	38.6%	24.7%	1.05	3.12	58.5%	27.2%	14.4%	1.03	3.58	
I am aware of the steps I can take to initiate a process change in DLA.	New	New	New	New	New	46.2%	28.8%	25.0%	1.12	3.20	55.5%	27.4%	17.1%	1.05	3.50	
My supervisor encourages me to find continuous process improvement opportunities.	New	New	New	New	New	38.4%	31.4%	30.2%	1.19	3.05	62.1%	23.4%	14.5%	1.09	3.64	

## DLA Distribution Susquehanna, PA - Storage Overall

### Demographics

Supervisory Status	2016
Supervisor or Manager	8.4%
Team Leader	4.5%
Team Member (non-supervisor/non-manager/non-team leader)	87.0%

Are you considering leaving DLA within the next year, and if so, why?	2016
No	85.7%
Yes, to retire	3.2%
Yes, to take another job within the Federal Government	7.1%
Yes, to take another job outside the Federal Government	1.3%
Yes, other	2.6%

Ethnicity	2016
Hispanic or Latino	3.4%
Not Hispanic or Latino	96.6%

Race	2016
American Indian or Alaskan Native	0.0%
Asian	0.7%
Black or African American	24.3%
Native Hawaiian or Other Pacific Islander	0.0%
White	70.3%
Two or more races (not Hispanic or Latino)	4.7%

DLA Tenure	2016
Less than 1 year	36.4%
1 to 3 years	13.0%
4 to 5 years	10.4%
6 to 10 years	22.7%
11 to 14 years	10.4%
15 to 20 years	3.2%
21 to 25 years	0.6%
26 to 30 years	2.6%
31 years or more	0.6%

Education	2016
Less than high school graduate	1.3%
High school graduate or equivalent	38.1%
Some college or technical training	45.2%
Associate's Degree or Equivalent	9.7%
Bachelor's Degree	5.2%
Advanced Degree	0.6%

Age	2016
25 and under	5.8%
26-29	9.1%
30-39	22.1%
40-49	26.0%
50-59	29.2%
60 or older	7.8%

I am planning to retire:	2016
Within one year	1.4%
Between one and three years	4.1%
Between three and five years	4.7%
Five or more years	89.9%

Gender	2016
Female	25.3%
Male	74.7%

Acquisition Coded	2016
Yes	5.1%
No	94.9%

Emergency Essential	2016
Yes	4.6%
No	95.4%

Foreign or Local National	2016
Yes	4.0%
No	96.0%



# *Defense Logistics Agency Information Operations Newsletter*

Tech Tips & News Bytes

June 2016 issue

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## Welcome to the DLA Information Operations Newsletter

Let us know what you think; there's a link at the bottom of this document to send us feedback.

The below snippets have additional information at the J6 newsletter site. To view the entire Newsletter, click [here](#) or copy and paste this link <https://today.dla.mil/informationoperationsnews> into your browser's address bar. To only view a particular article, click the snippet headline.

For past issues of the Newsletter, click [here](#) to access the archive, or copy and paste this link <https://today.dla.mil/InformationOperationsNews/Lists/NewsBytes/ArchiveView.aspx> into your browser's address bar. Once in the archive, click on the box next to each month to expand the view and read that month's articles.

### **In June we cover:**

#### [Tech Tip: How to Use the Software Center](#)

This month's Tech Tip shows you how to use the System Center Configuration Manager Software Center to install agency-approved software without Enterprise Help Desk assistance.

#### [Document Services scans, digitizes detainee records](#)

Document Services is working on a multiyear project to create a digital, indexed source of 10-12 million detainee and associated intelligence records for the U.S. Army Office of the Provost Marshal General.

#### [IT Service Catalog gives users more self-service options](#)

The new DLA Information Operations IT Service Catalog gives users more choices in requesting support through the IT Service Management Remedy self-service portal.

#### [Microsoft Home Use Program offers discounted Office programs](#)

DLA employees are eligible to participate in the Microsoft Home Use Program, which offers significant discounts on the purchase price of Microsoft Office Professional Plus 2016 (for Windows) and Microsoft Office Home and Business 2016 (for Macs) for use on your home computer.

#### [Steps to avoid social media phishing attempts](#)

The DLA Computer Emergency Response Team wants employees to be vigilant when using social media to avoid attackers and malicious imposters who would use social media links to implant malicious code within hyperlinks, executables, video clips and images.

#### [May J6 Tech Notes](#)

Click here to view titles and find links to all the J6 Tech Notes for May.

#### [May J6 Bulletins](#)

Click here to view titles and find links to all the J6 Bulletins for May.

If you have questions, comments, or suggestions about the Newsletter, please contact the J6 Strategic Communications team at [j6communications@dla.mil](mailto:j6communications@dla.mil). If you have a technical issue, please contact the Enterprise Help Desk.





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### **In May we cover:**

#### [Tech Tip: How to Connect to Network Printers](#)

This month's Tech Tip shows you how to connect your workstation to and print from network printers agencywide.

#### [DLA employees' computers to be replaced with mobile, virtual devices](#)

Defense Logistics Agency Information Operations will be replacing employees' laptop and desktop computers with a combination of new laptops and thin client devices designed to support the agency's move to a virtual desktop infrastructure.

#### ['Paint-it-Orange' process helps avoid IT system conflicts, supports audit sustainment](#)

Just like orange traffic cones signal potential danger, a new Defense Logistics Agency Information Operations process identifies and warns of potential system conflicts when an agency program requests an information technology change.

#### [Document Services supports sailors' career advancement](#)

Over the span of nine months, the Document Services team processed 358,686 naval advancement exams in 9,767 individual print orders for the Naval Education and Training Professional Development and Technology Center.

#### [Document Services employee earns J6 Supervisor of the Quarter](#)

Terry Farrell of Document Services was named J6 Supervisor of the Quarter for the second quarter of fiscal year 2016 in recognition of his efforts to clear a large document backlog for DLA Distribution.

#### [April J6 Tech Notes](#)

Click here to view titles and find links to all the J6 Tech Notes for April.

#### [April J6 Bulletins](#)

Click here to view titles and find links to all the J6 Bulletins for April.

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# BENEFITS CENTER OF EXCELLENCE

## THE LINKS YOU NEED



**EBIS**



### OPM

**Consolidated view of Benefits:**  
<http://www.opm.gov/insure/fastf/acts/newemployeebenefits.pdf>

**FEHB** Health Insurance:  
<https://www.opm.gov/healthcare-insurance/>

**FEGLI** Life Insurance:  
<https://www.opm.gov/healthcare-insurance/life-insurance/>

**FERS** Retirement Info:  
<https://www.opm.gov/retirement-services/fers-information/>

**FEGLI** Calculator:  
<https://www.opm.gov/retirement-services/calculators/fegli-calculator/check-sheet/>

Deposit information:  
<https://www.opm.gov/retirement-services/fers-information/service-credit/>

Retirement Calculators:  
<https://www.opm.gov/retirement-services/calculators/>

### EBIS

EBIS is where you can make changes to your FEHB, FEGLI and TSP contributions. EBIS can give you retirement estimates beyond 2 years.

<https://www.ebis.hr.dla.mil/ebisii/login.aspx>

### TSP

Thrift Savings Plan:

<https://www.tsp.gov/index.shtml>

877-968-3778

### FEDVIP

Dental and Vision Insurance:

<https://www.benefeds.com/>

877-888-3337

### FSA FEDS

Federal Flexible Spending Account:

<https://www.fsafeds.com/fsafeds/index.asp>

877-372-3337



### DLA

**Employee Resources:**  
<https://employees.hr.dla.mil/default.asp>

**Retirement Estimates:**  
<https://resources.hr.dla.mil/Programs/RERS>

[DLA.Benefits.COE@dlamail.mil](mailto:DLA.Benefits.COE@dlamail.mil)

877-692-0276

### DFAS

Military Service Deposit:

<http://www.dfas.mil/civilianemployees/militaryservice/militaryservicedeposits.html>

### FED LTC

Federal Long Term Care:

<http://www.ltcfeds.com/apply/index.html>

800-582-3337

### myRA

myRA: My Retirement Account

<https://myra.gov/>

855-406-6972